



---

# Smart Metering Entity (SME) MDM/R Report

1<sup>st</sup> Quarter 2021  
January to March  
Issue 31.0 - April 29, 2021



# Table of Contents

<b>1. Introduction .....</b>	<b>2</b>
Purpose and Contents .....	2
<b>2. MDM/R Operation and Processing Performance .....</b>	<b>3</b>
MDM/R Performance .....	3
LDC Performance.....	3
MDM/R Service Levels.....	3
<b>3. 1<sup>st</sup> Quarter key SME Activities.....</b>	<b>5</b>
SME Steering Committee ("SSC") .....	5
<b>4. Additional Risks and Issues .....</b>	<b>6</b>
<b>5. Other Opportunities and Next Steps.....</b>	<b>7</b>



# 1. Introduction

## Purpose and Contents

The purpose of this report is to provide a quarterly update to the Ontario Energy Board on the ongoing operations of the Meter Data Management and Repository (MDM/R).

More information about the provincial Smart Metering Initiative and the MDM/R is available on the IESO/SME website (<http://www.ieso.ca/sector-participants/smart-metering-entity>), the Ontario Energy Board website (<https://www.oeb.ca>), and the Ministry of Energy, Northern Development and Mines website (<https://www.mndm.gov.on.ca/en>).

Each section of this report provides updates as required by the Ontario Energy Board in connection with MDM/R operations and performance, service level attainment, initiatives and software testing, as well as risks and issues.

This report includes the following updates:

- MDM/R Operation and Processing Performance
- MDM/R Performance
- LDC Performance
- MDM/R Service Levels
- 1<sup>st</sup> Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

## 2. MDM/R Operation and Processing Performance

### MDM/R Performance

The MDM/R production environment remains stable and reliable, processing reads from over 5 million smart meters, for all LDCs in Ontario on a daily basis. The SME continues to respond to and address LDC service requests and support issues in a timely manner.



**60<sup>1</sup>  
LDCs**



**5,098,423  
Smart Meters**

In the first quarter of 2021, the MDM/R was operationally stable and met or exceeded service levels for 100% of billing quantity requests and 100% of master data updates. Meter Read service levels were lower than usual at 96.31%; however, this was primarily due to LDC Merge activities in February.

### LDC Performance

The SME produces monthly performance metrics reports and daily-summarized operational data for each LDC through the MDM/R Service Desk tool. There was a slight improvement in data quality and completeness which improved LDC billing success during the first quarter. Going forward, the SME has made Data Governance a standing discussion item with the SME Steering Committee (SSC).

### MDM/R Service Levels

The Service Level Performance Chart presents two summary levels:

#### I. Critical Service Level Summary

The Critical Service Level Summary section includes processing metrics for Automatic Meter Read Processing, Billing Quantity Response Processing, Automatic MMD Incremental Synchronization Processing, MDM/R Graphical User Interface, Meter Read Retrieval Web Services, Reporting, Vendor Service Desk Incident Response, and Vendor Service Desk Service Requests.

#### II. Non-Critical Service Level Summary

The Non-Critical Service Level Summary section includes processing metrics for Meter Read Retrieval Web Services, MDM/R Availability, and Service Requests. The table also includes a Service Level breakdown for each month along with a quarterly summary<sup>2</sup>.

---

<sup>1</sup> The number of LDCs has been updated to reflect the Elexicon merge between Veridian Connections and Whitby Hydro, as well as the merge of Newmarket Hydro and Midland PUC.

<sup>2</sup> Percentages are rounded to the second decimal place for each metric.

In the first quarter, the SME met all the critical and non-critical SLAs as shown in the table below.

<b>Critical Service Level Summary</b>		<b>Jan-2021</b>	<b>Feb-2021</b>	<b>Mar-2021</b>	<b>1st Quarter</b>
<b>Automatic Meter Read Processing</b>	Intervals Loaded	3,920,963,646	3,572,084,268	3,951,984,733	11,445,032,647
	Intervals Loaded on Time	3,835,623,649	3,235,417,460	3,951,379,631	11,022,420,740
	% Intervals Loaded on Time	97.82%	90.58% <sup>1</sup>	99.98%	96.31%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	0	0
<b>Automatic Billing Quantity Processing</b>	BQ Requests	9,070,251	5,919,856	8,990,425	23,980,532
	BQ Requests Fulfilled on Time	9,070,251	5,919,856	8,990,425	23,980,532
	% Requests Fulfilled on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	0	0
<b>Automatic MMD Incremental Synchronization Processing</b>	Data Elements Requested	674,888	831,502	610,281	2,116,671
	Data Elements Loaded on Time	674,888	831,502	610,281	2,116,671
	% Data Elements Loaded on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Data Elements loaded outside of agreed Service Level target <sup>2</sup>	0	0	0	0
<b>MDM/R Graphical User Interface</b>	Availability	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target <sup>2</sup>	0	0	0	0
<b>Meter Read Retrieval Web Services</b>	Availability	99.99%	99.99%	99.99%	99.99%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	0	0
<b>Reporting</b>	Percentage completed on time	99.99%	99.99%	99.99%	99.99%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	1	1	1	3
<b>Vendor Service Desk Incident Response</b>	Response Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Vendor Service Desk Incident Response Time outside of agreed Service Level target	0	0	0	0
<b>Vendor Service Desk Service Requests</b>	Resolution Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Vendor Service Desk Request resolution time outside of agreed Service Level target	0	0	0	0

<b>Non-Critical Service Level Summary</b>		<b>Jan-2021</b>	<b>Feb-2021</b>	<b>Mar-2021</b>	<b>1st Quarter</b>
<b>Meter Read Retrieval Web Services</b>	Response Time	99.91%	99.97%	99.94%	99.94%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	0	0	0	0
<b>MDM/R Availability</b>	Availability	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	0	0	0
<b>Service Requests</b>	Resolution Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	0	0	0	0

## 3. 1<sup>st</sup> Quarter key SME Activities

### SME Steering Committee (“SSC”)

The SSC met on February 10, 2021 to discuss the following topics:

- SSC Terms of Reference and 2021 Membership
- Agreed Upon Procedures (AUP) 2020 Audit
- LDC Mergers and CIS Replacements/Upgrades
- Monitors for Data Errors
- OEB Decision Order (Third Party Access)
- Smart Metering Entity Licence Renewal
- Operational Service Provider (OSP)
- GridEx VI

The 2021 SSC announced the new Chairperson, Andy Armitage, Synergy North and Vice-Chairperson, John Dunn, Hydro One. Furthermore, the SCC welcomed new members James Wei, Operations Manager for Metering and MDM, Toronto Hydro who replaced Warwick Tichbon in the SSC, and Rob Koekkoek, President at Orangeville Hydro Limited.

The next meeting is scheduled for April 21, 2021.

### SME COVID-19 Response

During the first quarter, in response to the COVID-19 Pandemic, SME employees and contractors continued to work from home. The SME and the OSP have continued to demonstrate the capability to maintain and administer all systems remotely while effectively providing uninterrupted service.

### SME CSAE 3416 Audit

The MDM/R is subject to an annual independent audit conducted according to the Canadian Standard on Assurance Engagements for Reporting Controls at a Service Organization (CSAE 3416). In Q1 2021, the SME completed the 2020 Agreed Upon Procedures review with PwC, and this resulted in the 11th consecutive year of a “no qualifications” result, which speaks to the quality of the operations and controls established over time.

## SME Service Desk

### LDC Mergers

The Elexicon Energy Inc. merger in the MDM/R (formerly Veridian Hydro and Whitby Hydro), completed successfully at the end of January / early February 2021. The merger between Newmarket Hydro and Midland Power Utility Corporation also completed successfully in late February.

The SME is continuing to work with Hydro One on their upcoming mergers with Peterborough Distribution Inc. and Orillia Power Distribution Corp in May 2021.

### CIS Upgrade projects

The SME has been supporting Burlington Hydro as they continue full volume parallel testing with their new CIS system which is expected to go live in late May 2021. The SME also continues to support Kitchener-Wilmot Hydro with their CIS replacement project which is targeted for deployment in Q2 2021.

## Changes to TOU prices

On December 22, 2020, the Government of Ontario took steps to hold the price of electricity at 8.5 ¢/kWh for electricity used from January 1, 2021 until the end of the day on January 28, 2021. This was extended twice before a Global Price Change was deployed on February 23, 2021. As a result, the SME has continued to provide aggregated consumption data to LDCs for settlement purposes upon request.

---

## 4. Additional Risks and Issues

The SME views the quality of smart meter data received from the LDCs as paramount for accurate billing, reporting, insights and analytics for various applications, such as pricing policy, customer usage trends or demand forecast – this has become even more critical during the current COVID-19 context when new demands for data analytics have emerged to support the above mentioned functions.

The SME continues to develop new tools and monitors to help LDCs identify and address data quality issues in a timely and effective manner.



## 5. Other Opportunities and Next Steps

The SME is receiving increased interest and demand from LDCs to support data processing and TOU billing for both Net Metering and Commercial and Industrial (GS > 50kW) through the MDM/R. The MDM/R has the capability to support these types of meter installations and the SME will resume testing of this functionality. The SME is currently working to understand requirements, next steps and will be contacting the OEB in the coming months to provide an update and look for guidance on the ability to offer this functionality to all LDCs.



**Independent Electricity  
System Operator**

1600-120 Adelaide Street West  
Toronto, Ontario M5H 1T1

Phone: 905.403.6900

Toll-free: 1.888.448.7777

E-mail: [customer.relations@ieso.ca](mailto:customer.relations@ieso.ca)

**ieso.ca**

[@IESO\\_Tweets](https://twitter.com/IESO_Tweets)

[facebook.com/OntarioIESO](https://facebook.com/OntarioIESO)

[linkedin.com/company/IESO](https://linkedin.com/company/IESO)