Smart Metering Entity (SME) MDM/R Report

4th Quarter 2021
October to December
Issue 34.0 - January 31, 2022

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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 website (https://www.ontario.ca/page/ministry-energy).

Each section of this report provides updates as required by the Ontario Energy Board in connection with the 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
- 4th 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.

58 LDCs

5,124,847 Smart Meters

In the fourth quarter of 2021, the MDM/R was operationally stable and met or exceeded service levels for 99.67% of Meter Reads, 100% of Billing Quantity requests, and 100% of Master Data updates.

LDC Performance

The SME produces monthly performance metrics reports, daily-summarized operational data, and a customized LDC Action Items list for each LDC through the MDM/R Service Desk tool. Overall, the quality of the underlying data submitted by LDCs improved slightly during the fourth quarter which lead to a small rise in the number of successful billing responses. The SME continues to work with LDCs to review their LDC Action Items and improve the quality of their data in the MDM/R.

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[1].

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[1] *Percentages are rounded to the second decimal place for each metric.*

In the fourth quarter, the SME met all the critical and non-critical service levels as shown in the tables below:

Critical Service Level Summary		Oct-2021	Nov-2021	Dec-2021	4th Quarter
Automatic Meter Read Processing	Intervals Loaded	3,967,126,679	3,842,965,467	3,965,789,958	11,775,882,104
	Intervals Loaded on Time	3,966,586,988	3,836,497,354	3,933,716,127	11,736,800,469
	% Intervals Loaded on Time	99.99%	99.83%	99.19%	99.67%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,284,122	9,154,703	5,739,871	20,178,696
	BQ Requests Fulfilled on Time	5,284,122	9,154,703	5,739,871	20,178,696
	% Requests Fulfilled on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	901,495	897,700	568,861	2,368,056
	Data Elements Loaded on Time	901,495	897,700	568,861	2,368,056
	% 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[2]	0	0	0	0
MDM/R Graphical User Interface	Availability	100.00%	99.99%	100.00%	100.00%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target[2]	0	0	0	0
Meter Read Retrieval Web Services	Availability	99.98%	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
Reporting	Percentage completed on time	99.25%	99.99%	98.26%	99.17%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0	0
Vendor Service Desk Incident Response	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
Vendor Service Desk Service Requests	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

Non-Critical Service Level Summary		Oct-2021	Nov-2021	Dec-2021	4th Quarter
Meter Read Retrieval Web Services	Response Time	99.77%	99.84%	99.79%	99.80%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	0	0	0	0
MDM/R Availability	Availability	99.72%	100.00%	100.00%	99.91%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	1	0	0	1
Service Requests	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. 4th Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met on December 2nd to discuss the following topics:

- Energy IP Service Pack 9 deployment and testing
- LDC Mergers and CIS Replacements/Upgrades
- 6th Annual LDC Event Review and Feedback
- Data Governance
- Third Party Access Application Submission
- Smart Metering Charge Application
- Data Excellence Program
- 2021 CSAE-3416 Audit
- GridEx VI Update

The SSC dedicated significant time to discuss matters of MDM/R data quality submissions and the LDCs engagement in addressing such issues, with some important next steps that the SSC and the SME will continue to collaborate on during 2022.

The next SSC meeting is scheduled for February 2nd, 2022.

SME COVID-19 Response

In Q4 2021, IESO employees began a hybrid work model and started working in the office a minimum of two days a week. However, just before the Christmas holidays and in response to the Province moving to a modified stage 2, employees returned to working from home. The SME and the OSP continue to demonstrate the capability to maintain and administer all systems remotely while effectively providing uninterrupted service. Once the province re-opens, the IESO is planning to resume the hybrid work model.

Smart Metering Charge Application

In Q4 the SME started preparing for its Smart Metering Charge Application as the current charge is effective to the end of December 2022. The Application is expected to be completed and submitted by the end of Q1 2022.

Third Party Access Application Submission

On October 29th the IESO submitted its application to the OEB. Case Number EB-2021-0292 was assigned and a notice was issued on November 16th, 2021. The detailed application can be found here: (https://www.oeb.ca/participate/applications/current-major-applications/eb-2021-0292).

The following parties sought intervenor status in the application: BOMA (Buildings Owners and Managers Association), CCC (Consumers Council of Canada), EDA (Electricity Distributors Association), Energy Probe, OSEA (Ontario Sustainable Energy Association) and VECC (Vulnerable Energy Consumer Coalition).

The next steps will follow the OEB's adjudication process, as posted.

Smart Metering Analytics & Reporting

The SME's Data and Analytics team continues to provide the OEB with monthly statistics on the uptake of the Tiered pricing option, by LDC. Trending wise, we continue to see a slight increase across the province, month over month, with the December average sitting at approximately 5.5%. The SME noticed significant variations in uptake between LDCs, ranging from 1.6% to 12.8%.

With the introduction of the new global off-peak pricing of $0.082/kWh, from January 18th through to February 7th, 2022, we will once again provide the LDCs with their own consumption reports, on request (via the SME's Service Desk), while continuing to track and report the Tiered pricing uptake during this pricing change.

SME Operational Updates

2021 CSAE-3416 Audit

In Q4, PricewaterhouseCoopers LLP (PwC) completed the 2021 annual MDM/R CSAE3416 Audit, with a final audit report was issued on November 15th, 2021. This marks the 12th consecutive year of a "clean audit" for the MDM/R. The Audit report and the respective Bridge letter are available to the LDCs upon request, through the SME's Service Desk.

Energy IP 8.6 Service Pack 9

On December 4th, the SME deployed Energy IP 8.6 Service Pack 9. The deployment process went well and was seamless to LDCs. This service pack addressed any outstanding defects identified after the 2020 MDM/R eIP 8.6 upgrade. An update to MDM/R web services, expected to be deployed with Service Pack 9, was postponed at the request of an agent who manages web services for several LDCs in the province. The SME deployed the MDM/R web services update in early January 2022.

SME Service Desk tool upgrade

On October 25th the SME performed its annual upgrade of the SME Service Desk tool. The upgrade had no impact on LDCs operations.

4. Additional Risks and Issues

There are no additional risks or issues at this time.

5. Other Opportunities and Next Steps

There are no other opportunities at this time.

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