



Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2022
July to September
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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
- 3rd 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 5.1 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.



**57
LDCs**



**5,148,682
Smart Meters**

In the third quarter of 2022, the MDM/R was operationally stable and met or exceeded service levels for 99.97% 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. Over the past quarter there was a decrease in billing success which was primarily caused by missing interval data. Further investigation revealed that this issue was limited to a few LDCs and was caused by AMI communication issues as a result of increased vegetation during the summer months. The SME continues to work with LDCs and collaborate towards improving the quality of 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 summary¹.

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

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

Critical Service Level Summary		Jul-2022	Aug-2022	Sep-2022	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,985,928,530	3,994,258,320	3,868,849,639	11,849,036,489
	Intervals Loaded on Time	3,985,315,140	3,991,854,504	3,868,397,350	11,845,566,994
	% Intervals Loaded on Time	99.98%	99.94%	99.99%	99.97%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,439,879	5,763,100	5,526,315	16,729,294
	BQ Requests Fulfilled on Time	5,439,879	5,763,100	5,526,315	16,729,294
	% 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	776,952	838,143	1,043,628	2,658,723
	Data Elements Loaded on Time	776,952	838,143	1,043,628	2,658,723
	% 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	99.59%	100.00%	100.00%	99.86%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	1	0	0	1
Meter Read Retrieval Web Services	Availability	100.00%	99.97%	99.89%	99.95%
	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	99.97%	100.00%	100.00%	99.99%
	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		Jul-2022	Aug-2022	Sep-2022	3rd Quarter
Meter Read Retrieval Web Services	Response Time	99.77%	99.54%	99.88%	99.73%
	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	100.00%	99.91%	100.00%	99.97%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	0	0	0
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. 3rd Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met in person on June 22nd and virtually on September 21st to discuss the following topics:

- OEB Items
 - o Smart Meter Charge Application
 - o Ultra Low Overnight TOU Rate Structure
- LDC Mergers and CIS Replacements/Upgrades
- CSAE3416 Audit
- MDM/R Data Governance
- Green Button Implementation
- AMI 2.0. Meter re-certification/reseal strategies
- 7th LDC Annual Event "Towards the Smarter Grid" – October 13th, 2022

The next SSC meeting is scheduled for November 30th, 2022.

Third Party Access (TPA) Application Submission

The SME has been focusing on the following activities to implement OEB Decision and Order EB 2021-0292:

Consumer Education (Website, FAQs, others)

- The content of the IESO public website has been prepared to include information on the Third Party Access initiative: sample use cases, Frequently Asked Questions, how to request access to the data, privacy and security protections, materials were completed with input from the EDA Communicators Council; the OEB, the Information and Privacy Commissioner and other interested audiences (e.g. Intervenors to the last application, universities, municipalities) will have access to it in the upcoming weeks.

Internal IESO Processes from Request to Delivery

- Activities related to system adjustments and processes required to enable third party access have been completed and resources allocated to handle requests from intake to delivery, including invoicing, handling of concerns or questions from external parties: the IESO team is ready to manage data requests.
- The team is currently refining documentation, including: guidelines for the Ethics Committee (to be engaged when required), and reporting needs of the program (internal and external).

Data Products

- A new public product will be made available in the next quarter (consumption data aggregated at the Forward Sortation Area level), and existing systems and processes continue to be optimized to provide non-public standard products when requested by Canadian Governmental Entities (e.g. consumption data aggregated by 4-5-6 digits of the Postal Code)

Next Steps

- The IESO team will soon start working to address the requirement from OEB Decision and Order EB 2021-0292 to explore expanding access beyond Canadian Governmental Entities

Smart Metering Charge (SMC) Application

On March 31st the SME submitted its Smart Metering Charge Application for a proposed five-year term from January 1, 2023 to December 31, 2027. The OEB approved the Smart Metering Charge (SMC) settlement proposal as filed, and the interim rate of \$0.43 per smart meter per month that started on April 1, 2022 will finalize on December 31, 2022 setting the new SMC at \$0.42 from January 1, 2023 to December 31, 2027.

Alternate TOU Rate Structure

The OEB consulted with the SME and received confirmation that there are no technical barriers with the MDM/R to implement the changes involved in the New Ultra-Low Overnight TOU Electricity Rate that will be introduced to consumers in 2023. To support LDC testing of the new rate structure, the SME posted REDLINE versions of the MDM/R Technical Interface Specifications for Web Services, Billing Standard and Synchronization in the SME Service Desk Knowledge Base and a communication was sent out to the LDCs on August 24th advising of the redline versions being posted. The SME is targeting deployment of configuration changes to MDM/R test environments on November 1st, 2022.

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, with an increase of 0.23% over the quarter. The largest contributors to the difference this quarter can be attributed to Hydro One, Alectra, Toronto Hydro, and Hydro Ottawa.

SME Operational Updates

Updated Service Desk Interface

Over the past year, based on LDC feedback, the SME has been working on updating the SME Service Desk tool to provide an updated interface that improves the user experience. In September, the SME

reached out to a select number of LDC users to demo the new interface. Feedback was extremely positive. The new interface is expected to go live after the annual Service Desk Upgrade in November.

Service Pack 12 CC03

In September the SME deployed a service pack that corrected several outstanding issues from the initial 8.6 eIP upgrade. The deployment of the new Service Pack was transparent and had no impact on LDCs during deployment.

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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