

Smart Metering Entity (SME) MDM/R Report

1st Quarter 2025 January to March Issue 47.0 - April 30, 2025

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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 (https://www.ieso.ca/sector-participants/smart-metering-entity), the Ontario Energy Board website (https://www.oeb.ca), and the Ministry of Energy and Mines 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
- 1st 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 5.3 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.







5,383,750 Smart Meters

In the first quarter of 2025, the MDM/R was operationally stable and met or exceeded service levels for 99.99% 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, there was no notable change to LDC meter data quality during the first quarter of 2025.

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

Critical	Service Level Summary	Jan-2025	Feb-2025	Mar-2025	1st Quarter
Automatic Meter Read	Intervals Loaded	4,354,355,901	3,952,128,608	4,417,169,844	12,723,654,353
Processing	Intervals Loaded on Time	4,353,914,560	3,951,587,338	4,417,169,844	12,722,671,742
	% Intervals Loaded on Time	99.99%	99.99%	100.00%	99.99%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing	BQ Requests	8,972,990	5,575,586	5,778,716	20,327,292
Quantity Processing	BQ Requests Fulfilled on Time	8,972,990	5,575,586	5,778,716	20,327,292
	% 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	Data Elements Requested	5,316,648	7.896.539	5,278,864	18,492,051
Incremental	Data Elements Loaded on Time	5,316,648	7,896,539	5,278,864	18,492,051
Synchronization	% Data Elements Loaded on Time	100.00%	100.00%	100.00%	100.00%
Processing	Number of incidents resulting in Data Elements loaded outside of agreed Service Level target ²	0	0	0	0
MDM/R Graphical User	Availability	100.00%	100.00%	100.00%	100.00%
Interface	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	Availability	99.23%	100.00%	100.00%	99.74%
Web Services	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	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0	0
Vendor Service Desk	Response Time	100.00%	100.00%	100.00%	100.00%
Incident Response	Number of incidents resulting in Vendor Service Desk Incident Response Time outside of agreed Service Level target	0	0	0	0
Vendor Service Desk	Resolution Time	100.00%	100.00%	100.00%	100.00%
Service Requests	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		Jan-2025	Feb-2025	Mar-2025	1st Quarter
Meter Read Retrieval	Response Time	99.97%	99.97%	99.99%	99.98%
Web Services	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%	100.00%	100.00%	100.00%
	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. 1st Quarter key SME Activities

SME Steering Committee (SSC)

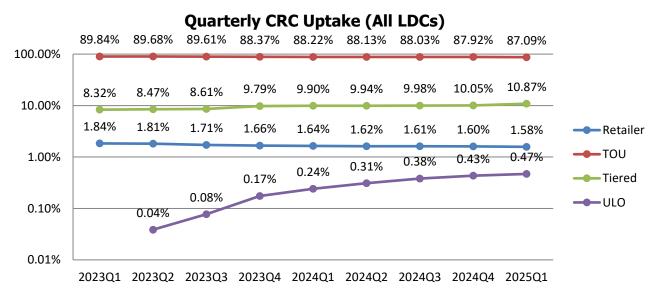
The SSC met virtually on February 26, 2025 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- CSAE 3416 Audit Report and Bridge Letter
- MDM/R Infrastructure service provider change
- AWS MDM/R Test Environment Spin-up
- SME Projects & Initiatives Roadmap
- OEB and Ministry Items
- LDC Event
- AMI 2.0 Procurement and Deployment Updates

The next SSC meeting is scheduled for in-person on April 23, 2025.

Smart Metering Analytics & Reporting

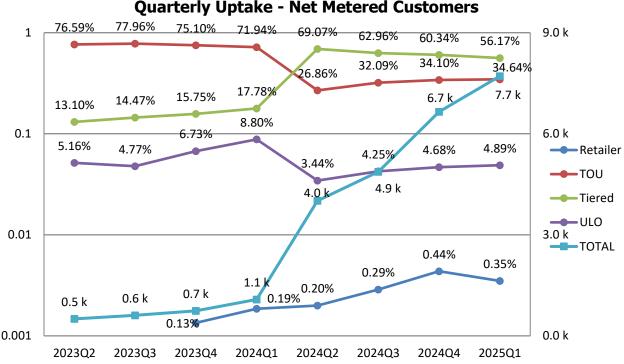
The SME's Data and Analytics team continues to provide the OEB with monthly statistics on the customer uptake of the Tiered and Ultra Low Overnight (ULO) pricing options. This quarter saw an increase of Tiered customers by 0.82% to 10.87%, and an overall uptake of the ULO plan by 0.04% to 0.47%.



¹Numbers reported exclude net metered customers

²Values may change based on historical updates made by LDCs.

Further, a quarterly update on the uptake of net metering is provided in the graph below. Considering that net metered customers have gradually been synced into the MDMR over the reporting period, the percentage share of the Commodity Rate Class (CRC) is relative to number of net meters synced into the MDMR at the time of reporting. These numbers are expected to fluctuate as more net meters get synced to the MDMR. This quarter saw an increase in ULO net metered customers by 0.21% to 4.89%, while uptake by Tiered net metered customers decreased by 4.17% to 56.17%.



¹Reported numbers may include microFIT customers synced to the MDMR by some LDCs.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

The SME is working with Alectra Utilities Corp. and Enova on their respective mergers which are currently scheduled for Q1 2026.

The SME is actively supporting a number of LDC CIS replacements planned for this year. London Hydro's CIS upgrade is currently targeted for Q3 2025, Oshawa's CIS replacement is planned for Q3 2025, and Elexicon's CIS replacement is planned for Q4 2025. The SME is working with these LDCs to ensure test environment availability and resourcing to support testing activities.

²Values may change based on historical updates by LDCs.

AMI 2.0 Deployments

The SME has been supporting Hydro One, Alectra, Toronto Hydro, and Festival Hydro with their AMI 2.0 deployment projects. These newer technologies require configuration changes and code development for new meter adapters so that meter data can be processed by the MDM/R.

MDM/R Transition to Amazon Web Services

The SME is progressing very well with the MDM/R AWS cloud transition. All environments have been built, performance and disaster recovery testing has been completed, and functional testing is underway. An updated project plan was presented to the LDC community during the last SSC Open Call, and the MDM/R Sandbox environment will be available for LDC testing in early May. Production cutover remains on-track for August 2025.

Ontario Harris User Group (OHUG)

The SME Presented at OHUG in Niagara-on-the-Lake on April 8, 2025. The presentation was well received and included topics on:

- MDM/R Transition to AWS
- **Service Desk AI Search** A generative AI application in the SME Service Desk tool that allows users to ask questions, regarding documents in the SME knowledge base, and receive a natural language response.
- MDM/R VEE Enhancements MDM/R VEE enhancements which are expected to improve MDM/R estimation and billing success for LDCs.
- MDM/R Mosaic GUI A new MDM/R Graphical User Interface that provides new features and a fresh modern look for LDC end-users.

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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