Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2025
April to June
Issue 48.0 - July 31, 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 (_http://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
- 2nd 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 5.4 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.

55 LDCs

5,428,441 Smart Meters

In the second quarter of 2025, the MDM/R was operationally stable and met or exceeded service levels for 99.98% of Meter Reads, 99.79% 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. During the second quarter, there was a significant drop in billing success due to a high amount of missing data, which was primarily due to a single large utility. This has since been corrected, and the missing data was submitted by the utility.

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

Critical Service Level Summary		Apr-2025	May-2025	Jun-2025	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	4,372,879,709	4,582,070,740	4,508,245,725	13,463,196,174
	Intervals Loaded on Time	4,372,567,801	4,580,999,370	4,507,054,649	13,460,621,820
	% Intervals Loaded on Time	99.99%	99.98%	99.97%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,196,356	9,910,584	6,712,210	21,819,150
	BQ Requests Fulfilled on Time	5,196,356	9,865,051	6,712,210	21,773,617
	% Requests Fulfilled on Time	100.00%	99.54%	100.00%	99.79%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	5,726,779	6,322,230	5,755,126	17,804,135
	Data Elements Loaded on Time	5,726,779	6,322,230	5,755,126	17,804,135
	% 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%	100.00%	99.85%	99.95%
	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	100.00%	100.00%	99.99%	100.00%
	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 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		Apr-2025	May-2025	Jun-2025	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.88%	99.78%	99.89%	99.85%
	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. 2nd Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met in person on April 23, 2025 and virtually on July 3, 2025 to discuss the following topics:
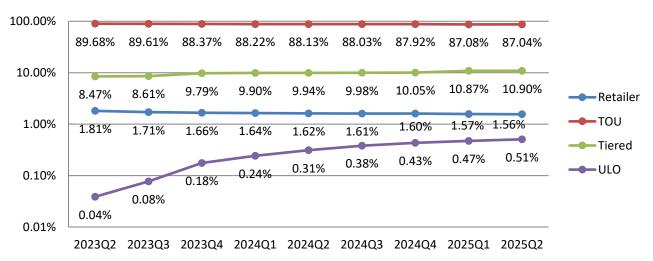
- LDC Mergers and CIS Replacements/Upgrades
- CSAE 3416 Audit Report and Bridge Letter
- MDM/R Infrastructure migration to Amazon Web Services (AWS)
- SME Projects & Initiatives Roadmap
- OEB and Ministry Items
- Commercial & Industrial (C&I) Customer Data
- Expanding Third Party Access
- LDC Event
- AMI 2.0 Procurement and Deployment Updates

The next SSC meeting is scheduled for an in-person meeting, being hosted by Alectra Utilities on September 24, 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 0.03% to 10.90%, and an overall uptake of the ULO plan by 0.04% to 0.51%.

Quarterly CRC Uptake (All LDCs)

TOU values (red): 89.68%, 89.61%, 88.37%, 88.22%, 88.13%, 88.03%, 87.92%, 87.08%, 87.04%

Tiered values (green): 8.47%, 8.61%, 9.79%, 9.90%, 9.94%, 9.98%, 10.05%, 10.87%, 10.90%

Retailer values (blue): 1.81%, 1.71%, 1.66%, 1.64%, 1.62%, 1.61%, 1.60%, 1.57%, 1.56%

ULO values (purple): 0.04%, 0.08%, 0.18%, 0.24%, 0.31%, 0.38%, 0.43%, 0.47%, 0.51%

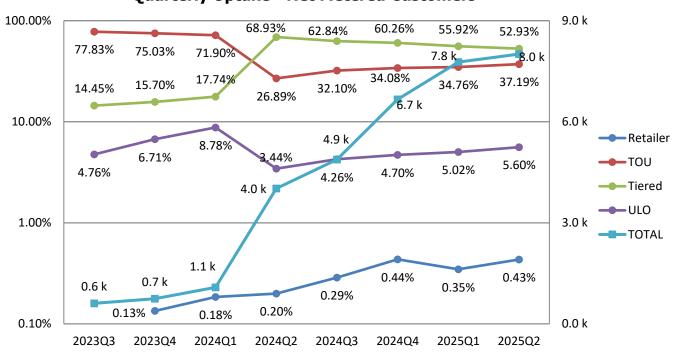Quarters: 2023Q2, 2023Q3, 2023Q4, 2024Q1, 2024Q2, 2024Q3, 2024Q4, 2025Q1, 2025Q2

[1]Numbers reported exclude net metered customers

[2]Values 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 0.58% to 5.60%, while uptake by Tiered net metered customers decreased by 2.99% to 52.93%.

Quarterly Uptake - Net Metered Customers

¹Reported numbers may include microFIT customers synced to the MDMR by some LDCs.
²Values may change based on historical updates by LDCs.
³Some meters synced with the MDMR have no CRC label.

Expanding Third Party Access

As a follow up to the SME's Assessment of Expanding Third Party Access to the SME Data report that was filed with the Ontario Energy Board on December 16, 2024, the SME met with OEB staff on May 23, 2025, to discuss next steps related to a potential application. More information will be available in the near future following additional internal discussions and considerations.

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 has been rescheduled to Q4 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.

AMI 2.0 Deployments

The SME has been supporting Hydro One, Alectra, Toronto Hydro, and Festival Hydro with their AMI 2.0 deployment projects, and a number of other LDCs have started to deploy next generation meter technologies. The SME is currently testing a new meter adapter to support the next generation Honeywell meters. This new adapter is expected to be deployed in the fall of 2025.

MDM/R Transition to Amazon Web Services

The SME is progressing very well with the MDM/R AWS cloud transition. On May 5, 2025, the SME cutover the MDM/R Sandbox environment for LDC testing, and at the time of publishing this report, an additional three MDM/R test environments were cutover. On July 3, 2025, during the SSC open call, the SME presented the AWS Production Cutover plan. Production cutover remains on-track for August 16, 2025.

MDM/R Service Desk AI Search Application

On June 10, 2025, the SME has integrated an AI Search application into the SME Service Desk tool search bar. The AI Search application uses Natural Language Understanding (NLU) and Large Language Models (LLM) to evaluate questions submitted by users and provide a natural response based on documentation found in the SME Service Desk tool Knowledge Base. Users are now able to ask questions in the search bar and receive an immediate answer without the need to open a ticket.

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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