



Smart Metering Entity (SME) MDM/R Report

1st Quarter 2026
January to March
Issue 51.0 - April 30, 2026



Table of Contents

1.	Introduction	2
	Purpose and Contents.....	2
2.	MDM/R Operation and Processing Performance	3
	MDM/R Performance.....	3
	LDC Performance	3
	MDM/R Service Levels.....	3
3.	1st Quarter key SME Activities.....	5
	SME Steering Committee (SSC)	5
	Smart Metering Analytics & Reporting	5
	Third Party Access to Smart Metering Data.....	6
	SME Operational Updates.....	7
	LDC Mergers & CIS Replacements/Upgrades.....	7
	AMI 2.0 Deployments	7
	Second Pass Estimation	7
4.	Additional Risks and Issues.....	8
5.	Other Opportunities and Next Steps.....	8



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
- 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 5.4 million smart meters, for all LDCs¹ in Ontario on a daily basis. The SME continues to respond to, and address, LDC service requests and support issues in a timely manner.



**54¹
LDCs**



**5,400,152
Smart Meters**

In the first quarter of 2026, the MDM/R was operationally stable and met or exceeded service levels for 98.23% of Meter Reads, 100% of Billing Quantity requests, and 99.98% of Master Data updates.

LDC Performance

The SME produces monthly performance metric reports, daily operational summaries, and a customized LDC Action Items list for each LDC through the MDM/R Service Desk tool. Over the past quarter, LDC billing success has improved by approximately 3.5%. This was due to the reduction of synchronization exceptions in the last quarter. Data quality issues have remained stable in the first quarter; however, the SME continues to support LDCs and their agents with 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.

¹ The total number of LDCs has been updated to reflect the merge between Kitchener-Wilmot Hydro Inc. and Waterloo North Hydro Inc. to form Enova Power Corp.

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 summary²

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-2026	Feb-2026	Mar-2026	1st Quarter
Automatic Meter Read Processing	Intervals Loaded	5,475,908,436	4,919,361,593	5,965,606,079	16,360,876,108
	Intervals Loaded on Time	5,475,908,436	4,875,227,382	5,719,509,844	16,070,645,662
	% Intervals Loaded on Time	100.00%	99.10%	95.87%	98.23%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	8,916,307	5,739,191	6,177,515	20,833,013
	BQ Requests Fulfilled on Time	8,916,307	5,739,191	6,177,515	20,833,013
	% 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	5,023,494	5,736,731	6,286,248	17,046,473
	Data Elements Loaded on Time	5,023,494	5,736,731	6,282,576	17,042,801
	% Data Elements Loaded on Time	100.00%	100.00%	99.94%	99.98%
	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	99.36%	98.89%	99.99%	99.41%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	2	2	0	4
Meter Read Retrieval Web Services	Availability	100.00%	99.28%	99.52%	99.60%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	2	2	4
Reporting	Percentage completed on time	99.60%	98.49%	99.94%	99.34%
	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		Jan-2026	Feb-2026	Mar-2026	1st Quarter
Meter Read Retrieval Web Services	Response Time	99.53%	99.25%	99.60%	99.46%
	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%	98.96%	99.59%	100.00%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	2	2	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

² Percentages are rounded to the second decimal place for each metric.

3. 1st Quarter key SME Activities

SME Steering Committee (SSC)

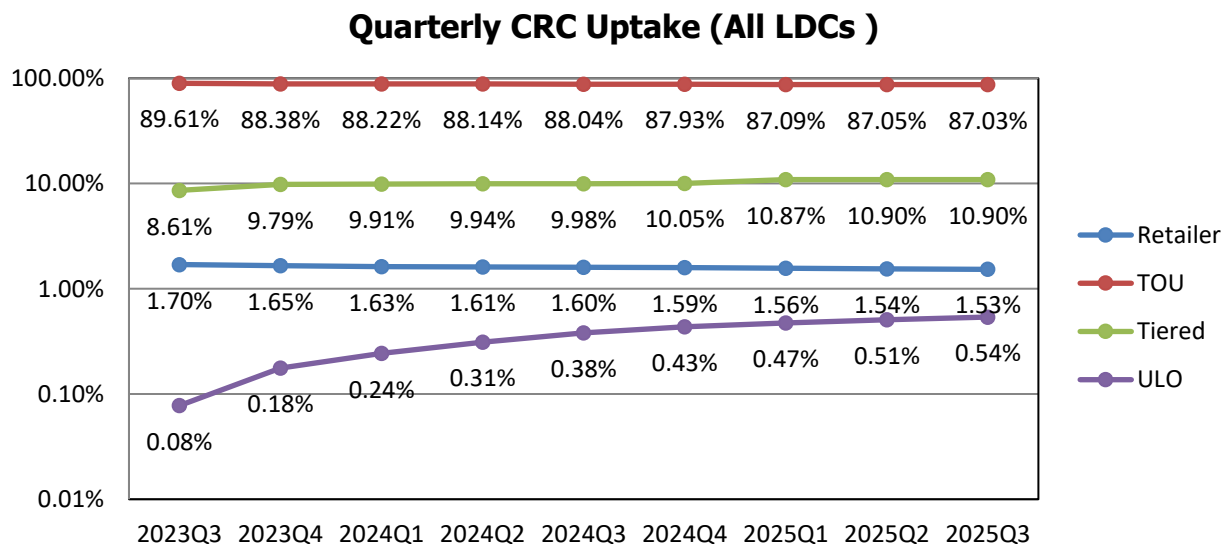
The SSC met virtually on February 11, 2026 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- 2025 SME LDC Satisfaction Survey Results
- AMI 2.0 Procurement and Deployment Updates
- AMI 2.0 Bi-Directional Metering
- Second Pass Estimation – LDC Testing
- Honeywell A4 Meter Support – Workarounds can be removed
- OEB and Ministry Items
 - o C&I Meter Data Collection
 - o Expanded Third Party Access Application
- SME Projects & Initiatives
- SME LDC Event
- April 15, 2026 SSC Meeting Location
- Presentation Opportunities

The next SSC meeting, scheduled as an in-person meeting, is on April 30, 2026.

Smart Metering Analytics & Reporting

The SME's Data and Analytics team continues to provide the OEB with monthly statistics on customer counts on the several pricing options (Time of Use – TOU, Tiered and Ultra Low Overnight - ULO). This quarter saw an increase of ULO customers by 0.03% to 0.61%, while uptake of Tiered customers increased by 0.07% to 11.27%. It is worth noting that

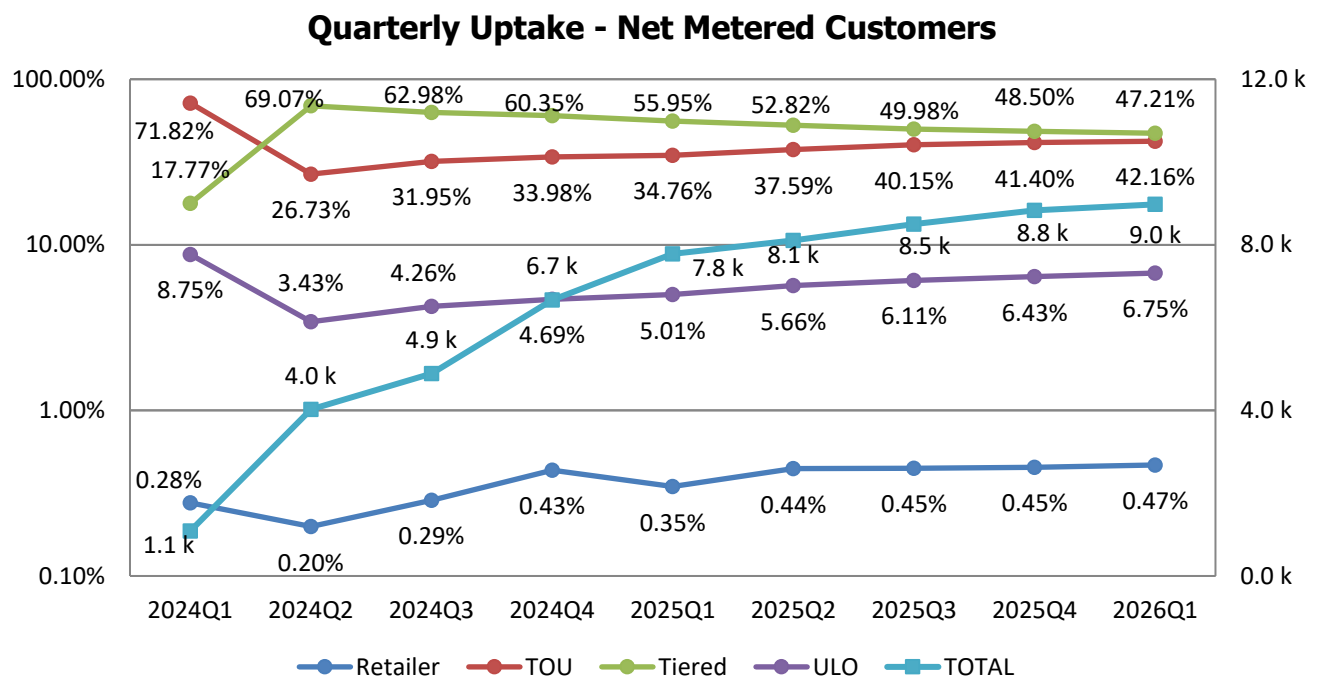


¹Numbers reported exclude net metered customers

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

Alectra added ~12,000 new Tiered customers retroactively (a subset of their suite customers that were not converted to the MDMR workflow until recently, owing largely to technical limitations).

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 MDM/R over the reporting period, the percentage share of the Commodity Rate Class (CRC) is relative to the number of net meters synced into the MDM/R at the time of reporting. These numbers are expected to fluctuate as more net metered customers get synced to the MDM/R. This quarter saw an increase in ULO net metered customers by 0.32% to 6.75%, while uptake by Tiered net metered customers decreased by 1.29% to 47.21%.



¹Reported numbers may include microFIT customers synced to the MDM/R by some LDCs.

²Values may change based on historical updates by LDCs.

³Some meters synced with the MDM/R have no CRC label.

Third Party Access to Smart Metering Data

In the OEB's Decision and Order on March 24, 2022 ([EB-2021-0292](#)), the OEB directed the SME to assess the potential expansion of third party access to smart metering data beyond Canadian Governmental Entities and to report its findings. The SME filed its assessment on December 16, 2024 which was followed by an application submitted to the OEB on November 7, 2025.

The OEB has issued its Decision and Order ([EB-2025-0272](#)) on March 31, 2026 approving the SME application for the following:

- Expanded third-party access to de-identified SME data for Canadian-Status Non-Governmental Entities, and where required for government- or OEB-directed initiatives
- A \$145/hour cost-recovery fee for eligible third-party data access requests (IESO and OEB requests remain no-charge)
- An amendment to section 6.1 of the SME Licence (Schedule A, p.9) to clarify non-discriminatory access including data related to electricity conveyed into a distributor's distribution system (such as from net-metered customers)

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

Kitchener-Wilmot Hydro Inc. successfully merged with Waterloo North Hydro Inc. in the MDM/R on February 21, 2026 to form Enova Power Corporation. Alectra Utilities Corporation is on track to complete their merger with Guelph Hydro on June 6, 2026.

Ellexicon's CIS replacement successfully completed on April 6, 2026. The SME has been actively supporting MDM/R testing for London Hydro's CIS upgrade which is scheduled for the later half of 2026.

To support the higher volumes of LDC testing, the SME has expanded the size of the MDM/R QA environment to match MDM/R Production. This allows a higher number of LDCs to test with production sized volumes and is expected to significantly improve performance. The SME continues to work with all MDM/R stakeholders to ensure test environments and resources are available to support testing needs.

AMI 2.0 Deployments

The SME is supporting several AMI 2.0 deployment initiatives for LDCs that are rolling out next-generation metering technologies. With the newer meters supporting bi-directional data, the SME is working with the SSC and MDM/R Technical panel to determine how data from the second channel should be processed when there is no generator installed at the Service Delivery Point.

Second Pass Estimation

The SME has been working to enhance the MDM/R estimation algorithm with the goal of reducing effort and improving billing success for LDCs, while also strengthening MDM/R data analytics. The new estimation enhancement was deployed to the MDM/R Sandbox environment in February for LDC testing, and deployment to the MDM/R Production environment is currently targeted for early May 2026.



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.

**Independent Electricity
System Operator**

Toronto, Ontario M5H 1T1

E-mail: customer.relations@ieso.ca

ieso.ca

[@IESO Tweets](#)

facebook.com/OntarioIESO

linkedin.com/company/IESO