



Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2026
April to June
Issue 52.0 - July 31, 2026

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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 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.



**53¹
LDCs**



**5,404,287
Smart Meters**

In the second quarter of 2026, the MDM/R was operationally stable and met or exceeded service levels for 100% of Billing Quantity requests and 99.98% of Master Data updates. In June, the MDM/R experienced an application issue that affected Meter Read processing for a limited number of LDCs; despite this, there was no impact to billing and service levels remained high for the quarter at 97.07%.

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. Early in the second quarter, MDM/R billing success experienced a short-term decline early in Q2 but has since returned to normal levels. The decrease was largely driven by a single utility as they navigate their AMI 2.0 deployment. The number of data quality issues remained low in the second quarter. The SME continues to work with LDCs and their agents to improve 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.

¹ The total number of LDCs has been updated to reflect the merge between Alectra Utilities Corporation and Guelph Hydro Electric Systems Inc.

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

Critical Service Level Summary		Apr-2026	May-2026	Jun-2026	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	5,771,957,623	6,128,557,892	6,120,082,492	18,020,598,007
	Intervals Loaded on Time	5,749,219,714	6,128,557,892	5,615,682,214	17,493,459,820
	% Intervals Loaded on Time	99.61%	100.00%	91.76%	97.07%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	1	1
Automatic Billing Quantity Processing	BQ Requests	5,993,210	10,091,036	6,824,670	22,908,916
	BQ Requests Fulfilled on Time	5,993,210	10,091,036	6,824,670	22,908,916
	% 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	6,291,114	6,983,888	7,540,881	20,815,883
	Data Elements Loaded on Time	6,291,100	6,983,888	7,540,881	20,815,869
	% 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%	99.51%	99.84%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	0	0	1	1
Meter Read Retrieval Web Services	Availability	100.00%	100.00%	99.54%	99.85%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	1	1
Reporting	Percentage completed on time	100.00%	100.00%	99.52%	99.84%
	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%	95.45%	98.48%
	Number of incidents resulting in Vendor Service Desk Incident Response Time outside of agreed Service Level target	0	0	1	1
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-2026	May-2026	Jun-2026	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.64%	99.72%	99.53%	99.63%
	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%	99.35%	100.00%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	0	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. 2nd Quarter key SME Activities

SME Steering Committee (SSC)

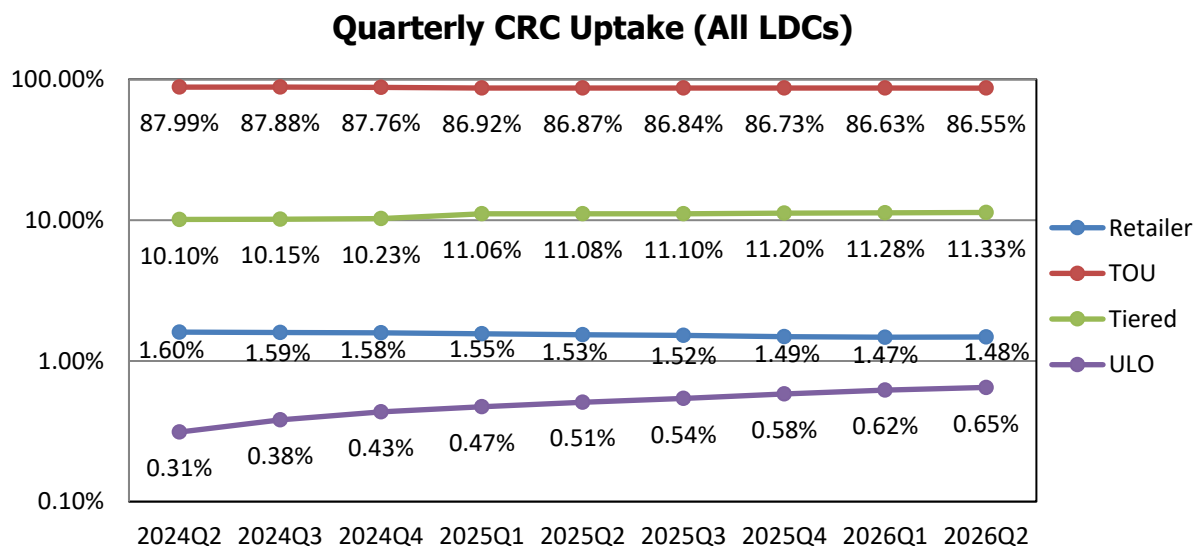
The SSC met in person on April 30, 2026 and, at the time of this report, virtually July 8, 2026 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- AMI 2.0 Procurement and Deployment Updates
- SME Annual Cost & Variance Report update
- SME Licence Renewal update
 - o C&I Meter Data Collection
 - o Expanded Third Party Access Application
- SME Projects & Initiatives
- SME LDC Event Spring 2027
- Presentation Opportunities

The committee welcomed Elisha Robinson as a new SSC member representing Burlington Hydro. The next SSC meeting, scheduled as an in-person meeting, is on September 16, 2026.

Smart Metering Analytics & Reporting

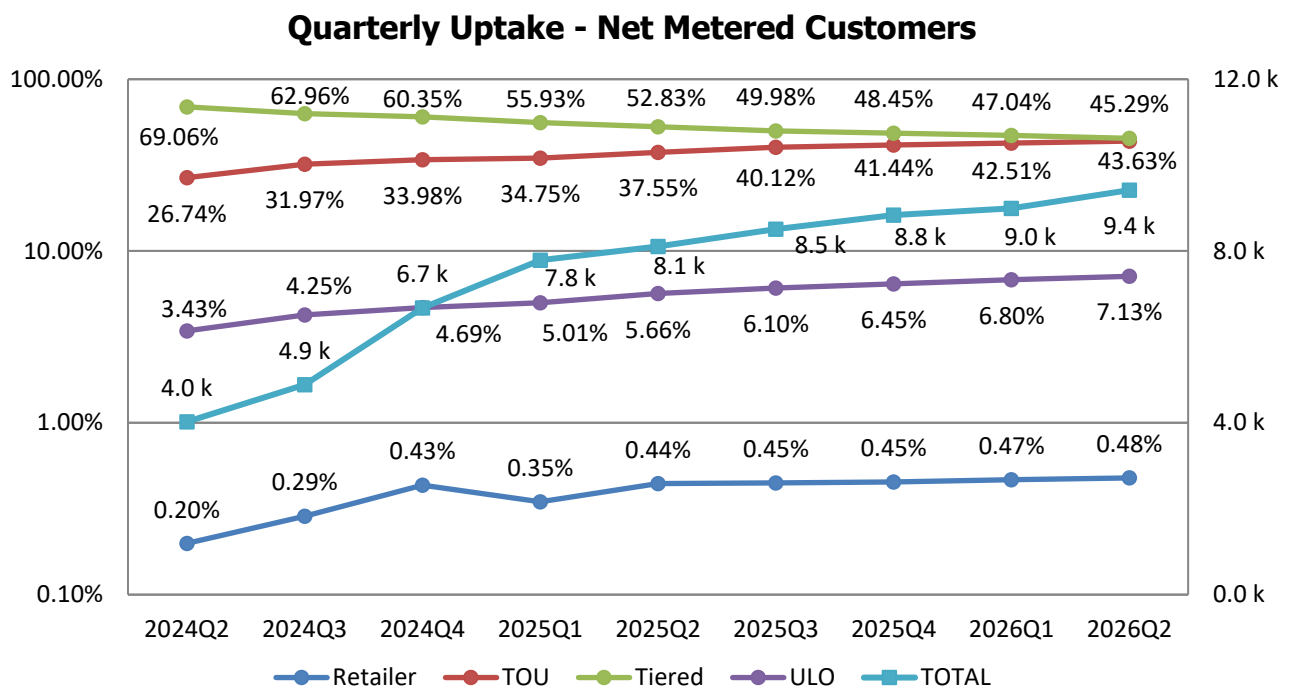
The SME's Data and Analytics team continues to provide the OEB with monthly statistics on customer counts on the several pricing options (Time of Use – TOU, Tiered and Ultra Low Overnight - ULO). This quarter saw an increase of ULO customers by 0.03% to 0.65%, while uptake of Tiered customers increased by 0.05% to 11.33%.



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 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 0.33% to 7.13%, while uptake by Tiered net metered customers decreased by 1.75% to 45.29%.



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 (TPA) to Smart Metering Data

In its Decision and Order dated March 24, 2022 (EB-2021-0292), the OEB directed the SME to assess the potential expansion of TPA to smart meter data beyond Canadian Governmental Entities and to report its findings. The SME submitted its assessment on December 16, 2024, followed by a formal application to the OEB on November 7, 2025.

On March 31, 2026, the OEB issued its Decision and Order (EB-2025-0272) approving the SME's application to provide TPA to Canadian Status Non-Governmental Entities³. The SME has completed all implementation activities required to support this new OEB decision and, effective July 1, 2026, is able to process applicable data requests.

Smart Metering Entity Licence Renewal

On June 16, 2026, the Independent Electricity System Operator (IESO) submitted an application (EB-2026-0284) to renew its Smart Metering Entity (SME) Licence. The application seeks a 10-year renewal of the current licence, ES-2021-0191, which expires on December 31, 2026, for the period January 1, 2027, to December 31, 2036.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

Alectra Utilities Corporation successfully merged with Guelph Hydro Electric Systems Inc. in the MDM/R on June 6, 2026. There are no other mergers scheduled for 2026.

The SME continues to support London Hydro with MDM/R testing for their CIS upgrade which is targeted to go-live before the end of this year.

AMI 2.0 Deployments

The SME is supporting several AMI 2.0 deployment initiatives for LDCs as they implement next-generation metering technologies. To support these deployments, the SME is working closely with Landis+Gyr and Sagemcom to develop two custom CMEP adapters that will enable the MDM/R to receive, process, and manage data from these new metering technologies.

SME 2026 CSAE 3416 Audit

On May 13, 2026, the SME commenced its annual independent audit with PricewaterhouseCoopers (PwC). At the request of LDCs, this year's audit scope was expanded to cover a 12-month period, compared to the previous six-month audit window. The audit is scheduled to conclude at the end of September, with the final report expected to be available in November 2026.

³ A requestor qualifies as a Canadian Status Non Governmental Entity if it is headquartered or maintains its main office in Canada, and if controlled, the entity (and any non-individual person exercising ultimate control) also meets this requirement; or if ultimately *controlled* by a natural *person*, that person is ordinarily resident in Canada.

Control means ownership or other influence sufficient to elect or appoint 50% or more of those directing or managing the entity, or the exercise of de facto control, while person includes individuals, corporations, partnerships, trusts, governmental authorities, or any other entity.



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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