# Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2018
July to September

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# 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, Northern Development and Mines website (https://www.mndm.gov.on.ca/en).

Each section of this report provides updates as required by the Ontario Energy Board in connection with 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
- Third Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

# MDM/R Operation and Processing Performance

## MDM/R PERFORMANCE

The MDM/R production environment remains stable and reliable, processing reads from approximately 5 million smart meters, for all LDCs in Ontario on a daily basis. The SME continues to respond to and address LDC support, service requests and issues in a timely manner.

**66 LDCs**

**4,968,613 Smart Meters**

In the third quarter of 2018, the MDM/R was operationally stable by meeting service levels for 100% of meter reads, 100% of billing quantity requests, and 99.98% of master data updates.

## LDC PERFORMANCE

The SME continues to produce monthly performance metrics reports and daily summarized operational data for each LDC through the MDM/R Service Desk tool. During the third quarter the number of duplicate intervals continued to decline and the number of estimated intervals remained low.  Fewer duplicate intervals received and lower estimations improve MDM/R processing efficiency and billing accuracy.  The SME continually monitors the MDM/R and works with the LDC community to improve the quality of their data submissions.

## 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.*

| Critical Service Level Summary | | Jul-2018 | Aug-2018 | Sep-2018 | 3rd Quarter |
|---|---|---|---|---|---|
| **Automatic Meter Read Processing** | Intervals Loaded | 3,808,944,125 | 3,823,480,220 | 3,699,163,176 | 11,331,587,521 |
| | Intervals Loaded on Time | 3,808,944,125 | 3,823,480,220 | 3,699,163,176 | 11,331,587,521 |
| | % Intervals Loaded 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 Billing Quantity Processing** | BQ Requests | 5,687,695 | 4,667,438 | 4,302,740 | 14,657,873 |
| | BQ Requests Fulfilled on Time | 5,687,695 | 4,667,438 | 4,302,740 | 14,657,873 |
| | % 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 | 1,196,761 | 1,413,285 | 1,570,000 | 4,180,046 |
| | Data Elements Loaded on Time | 1,196,761 | 1,412,805 | 1,569,584 | 4,179,150 |
| | % Data Elements Loaded on Time | 100.00% | 99.99% | 99.99% | 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 | 100.00% | 99.60% | 99.67% | 99.76% |
| | Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target[2] | 0 | 1 | 2 | 3 |
| **Meter Read Retrieval Web Services** | Availability | 100.00% | 99.70% | 99.71% | 99.80% |
| | Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target | 0 | 1 | 1 | 2 |
| **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 | | Jul-2018 | Aug-2018 | Sep-2018 | 3rd Quarter |
|---|---|---|---|---|---|
| **Meter Read Retrieval Web Services** | Response Time | 99.98% | 99.98% | 99.99% | 99.98% |
| | 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% | 99.70% | 99.63% | 99.78% |
| | Number of incidents resulting in MDM/R Availability outside of agreed Service Level target | 0 | 1 | 0 | 1 |
| **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 |

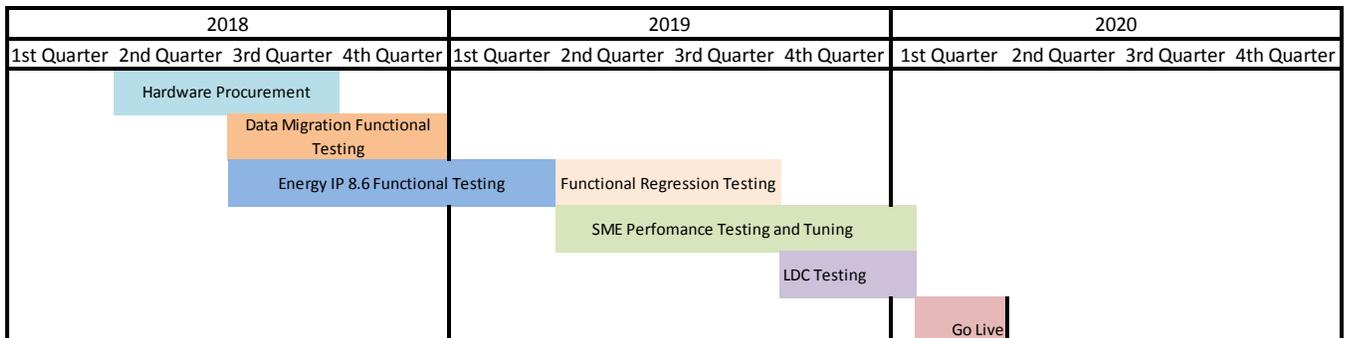## 3<sup>RD</sup> QUARTER KEY SME ACTIVITIES

### SME Steering Committee (SSC)

The SSC held a meeting on October 3rd 2018 which was hosted at the IESO's Toronto office. The SSC welcomed three new LDC members:
- Shelley Parker - Alectra Utilities
- Luke Seewald - London Hydro
- Warwick Tichbon - Toronto Hydro

During this meeting LDCs were given the opportunity to provide feedback and suggestions to the SME during a pre-scheduled meeting open call.  LDCs can also communicate feedback and suggestions through email and online live via a webinar platform. The next meeting is scheduled for November 21st 2018 at the International Centre in Mississauga.

### EIP 8.6 Update

The SME is testing the next major release of the EnergyIP platform. The upgrade to eIP version 8.6 is expected to improve operating performance by providing the MDM/R with the latest supported technology and hardware which simplifies the architecture and improves system performance.  Data migration testing and functional exploratory testing is still underway. One of the guiding principles of this upgrade is to limit impact to LDCs by minimizing changes to the application interfaces. The upgrade project is still on track to be completed by Q1 2020.

| 2018 | | | | 2019 | | | | 2020 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |

Hardware Procurement

Data Migration Functional Testing

Energy IP 8.6 Functional Testing

Functional Regression Testing

SME Perfomance Testing and Tuning

LDC Testing

Go Live

### LDC Training

The SME provided Basic and Advanced GUI Training on May 8th & 9th, 2018 with additional training taking place on October 2nd & 3rd 2018.  The SME is also providing custom training for LDCs based on their business needs.  Custom training for Alectra has been rescheduled and is expected to happen in the fourth quarter.

### LDC Event

The Smart Metering Entity is hosting the 3rd annual LDC Event "Creating Value. Together" on Wednesday November 21, 2018 at the International Centre located at 6900 Airport Road, Mississauga. A number of interesting topics for the LDCs community will be discussed at the event, such as key MDM/R

operational updates, ServiceNow enhancements, data governance and the status of the OEB Order implementation.

## SME Service Desk

The SME has been working with the Operational Service Provider to automate the MDM/R GUI password reset process.  Development and testing have been completed, and the solution is expected to be deployed by mid-October 2018.

Currently the SME is testing the latest version of ServiceNow's service desk software named "London".  Deployment of this new version is expected to take place by the end of October 2018.  This upgrade is purely to maintain software support and will have no impact on LDC business operations.

## LDC Mergers

The SME has supported several LDCs with merge projects since 2015.  LDC merge projects require dedicated resources to support meter read and master data preparation for multiple merge test cycles in MDM/R production sized test environments.   After a successful merge with Enersource in Q2 2018, Alectra continues to actively test for the mergers of Brampton Hydro and Horizon Utilities which are expected to be completed in the Production Environment by the end of Q4 2018 and Q1 2019 respectively.

## Toronto Hydro Phase 2 Enrolment

In Q1 2018 Toronto Hydro submitted a project plan outlining the requirements to complete phase 2 of their enrolment and begin billing from the MDM/R.  The project is on track and Qualification Testing with the MDM/R is scheduled for mid-October 2018.  Toronto Hydro is expected to be fully integrated and billing from the MDM/R by the end of the year.

## MDM/R Annual CSAE 3416 Audit

The annual MDM/R CSAE3416 Audit is well underway and external auditors are expected to issue a final audit report by November 15th, 2018.  At the time of this report, there were no qualifiable observations from the auditor, and the SME is expecting to receive its 9th consecutive clean audit report.

## Third Party Access Implementation Plan

The IESO's Data Strategy Advisory Council (DSAC) is a committee of representatives within Ontario's electricity sector and other sectors, appointed by the IESO, to provide input in the review and development of processes for the implementation of Third Party Access to the data within the MDM/R, in a de-identified manner, as per OEB Orders (EB-2015-0297 and EB-2016-0284).
The IESO's DSAC held one meeting in the third quarter.  On July 11th, 2018 the council met and discussed a number of topics such as;  pilot test cases, potential data products catalog, proposed monetization model, and project timelines. The council was fully engaged and provided useful  input into all key aspects of the project.

The IESO continues to engage with various stakeholders and audiences, and plans on filing a submission to the OEB for the third party access implementation, including a monetization model aiming to create a benefit for the ratepayer.

Further information regarding the Data Strategy Advisory Council and its activities can be found on our website at http://www.ieso.ca/en/sector-participants/smart-metering-entity/data-strategy-advisory-council

**LDC Compliance with OEB Order EB 2015-0297**

At the time of this report, all LDCs have completed the processes for submission of the additional data to the MDM/R with only a small percentage of the additional data fields outstanding.
Overall, the percentage of Service Delivery Points (SDPs) with a Distributor Rate Class is at 99.85%, Commodity Rate Class is at 99.82% and the number of SDPs with a valid Postal Code is at 99.93%.

The SME continues to work with LDCs to ensure the completeness, and the validity of the new data fields and specifically in addressing the small number of LDCs with a high percentage of SDPs assigned with the default W8W8W8 postal code which may indicate incorrect coding at the source.

# Additional Risks and Issues

There are no additional risks or issues to report.

# Other Opportunities and Next Steps

There are no other opportunities to report.