Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2021
July to September
Issue 33.0 - November 01, 2021

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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 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
- 3rd 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 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.

58 LDCs

5,114,803 Smart Meters

In the third quarter of 2021, the MDM/R was operationally stable and met or exceeded service levels for 99.96% 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. There have been no significant changes to data quality during the third quarter. The SME continues to work with LDCs to review their LDC Action Items and improve the quality of 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.

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 third quarter, the SME met all the critical and non-critical service levels as shown in the table below.

Critical Service Level Summary		Jul-2021	Aug-2021	Sep-2021	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,942,816,145	3,956,666,161	3,840,484,806	11,739,967,112
	Intervals Loaded on Time	3,941,453,508	3,953,227,399	3,840,484,806	11,735,165,713
	% Intervals Loaded on Time	99.97%	99.91%[1]	100.00%	99.96%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	6,834,062	5,473,551	5,577,079	17,884,692
	BQ Requests Fulfilled on Time	6,834,062	5,473,551	5,577,079	17,884,692
	% 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	2,645,925	714,502	1,015,913	4,376,340
	Data Elements Loaded on Time	2,645,925	714,502	1,015,913	4,376,340
	% 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%	100.00%	100.00%
	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	99.99%	99.99%	99.94%	99.97%
	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	99.99%	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-2021	Aug-2021	Sep-2021	3rd Quarter
Meter Read Retrieval Web Services	Response Time	99.90%	99.91%	99.88%	99.90%
	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	99.59%	99.99%	99.89%	99.82%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	2	0	0	2
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.   3rd Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met on September 22nd to discuss the following topics:

- Energy IP Service Pack 9 deployment and testing
- LDC Mergers and CIS Replacements/Upgrades
- 6th Annual LDC Event
- LDC Survey Results
- Third Party Access Submission Updates
- Smart Metering Entity Licence Renewal
- Changing Rate Setting Frequency from Biannual to Annual Schedule
- Customer Choice Updates
- GridEx VI Update

The next meeting is scheduled for November 24th, 2021.

SME COVID-19 Response

During the third quarter, in response to the COVID-19 Pandemic, SME employees and contractors continued to work from home. The SME and the OSP have continued to demonstrate the capability to maintain and administer all systems remotely while effectively providing uninterrupted service. Once the province exits Step Three, the IESO is planning to implement a hybrid work model which will be reviewed after six months.

SME Licence Renewal

On July 2nd, 2021 the SME submitted its application for a licence renewal with the OEB. On September 2nd, 2021, the OEB issued its decision and order (ES-2021-0191) approving a new 5-year term for the SME, valid until December 31st, 2026 and approving all requested changes to the licence.

SME Operational Updates

6th Annual SME LDC Event

The SME held it's 6th annual LDC Event on September 23rd, 2021 under the theme "Smart Data at Work", with updates on key SME activities and presentations on Cybersecurity and Artificial Intelligence. Over 100 participants joined the virtual conference and approximately 40 LDCs were in attendance. Lesley Gallinger, President and CEO of the IESO, provided Introductory Remarks and reiterated the important work and collaboration between the LDCs and the SME, to the benefit of the

electricity system and Ontario's ratepayers. The event concluded with the annual LDC Awards, which recognized excellence in three categories: Synchronization Success, Meter Data Submission Quality, and Billing Success Rate. For each category, there was a small, medium, and large LDC winner. This year's winners included, Hydro Hawkesbury, Kitchener-Wilmot Hydro, London Hydro, Chapleau PUC, Niagara Peninsula Energy, Orangeville Hydro and Hydro One.

CIS Upgrade projects

At the end of September, Kitchener Wilmot Hydro completed their CIS replacement and successfully transitioned to Oracle CC&B. The upgrade was seamless and required minimum follow up from the SME. No other CIS upgrades or replacements are expected for the remainder of 2021.

2021 Smart Metering Charge Rebate

Electricity distributors received a rebate reflecting the amounts from the operating surplus of the Smart Metering Entity for the year 2020. The total amount of this rebate is $2.5M. This disbursement was split based on the proportion of the number of smart meters installed by the LDCs as reflected in the most current OEB Yearbook. The rebate was included on the September 30th preliminary settlement statement, and the September 2021 invoice, both issued on October 15th, 2021.

Energy IP 8.6 Service Pack 9

In June, the SME received an update from Siemens eMeter for their Energy IP application software Energy IP (eIP). This new service pack update will address outstanding defects identified after the 2020 MDM/R eIP 8.6 upgrade. Testing of this new code is currently underway and is on target to be deployed in Q4 2021.

4. Additional Risks and Issues

The SME continues to view the quality of smart meter data received from the LDCs as paramount for accurate billing, reporting, insights and analytics for various applications, such as pricing policy, customer usage trends or demand forecasting. Options are being discussed on how the SME can further engage the LDCs to enhance the integrity and quality of data submitted to the MDM/R.

5. Other Opportunities and Next Steps

There are no other opportunities at this time.

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