Smart Metering Entity (SME) MDM/R Report

1st Quarter 2022
January to March
Issue 35.0 - April 29, 2022

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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
- 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 million smart meters, for all LDCs in Ontario, on a daily basis[1]. The SME continues to respond to, and address, LDC service requests and support issues in a timely manner.

57 LDCs[1]

5,133,385 Smart Meters

In the first quarter of 2022, the MDM/R was operationally stable and met or exceeded service levels for 99.72% 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. Over the past quarter there was a decrease in estimated data which contributed to higher bill accuracy. 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[2].

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[1] *The number of LDCs has been updated to reflect the merge between North Bay Hydro and Espanola Regional Hydro.*

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

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-2022	Feb-2022	Mar-2022	1st Quarter
Automatic Meter Read Processing	Intervals Loaded	3,974,107,256	3,593,336,063	3,919,371,216	11,486,814,535
	Intervals Loaded on Time	3,974,107,256	3,560,865,874	3,919,130,712	11,454,103,842
	% Intervals Loaded on Time	100.00%	99.10%	99.99%	99.72%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	9,427,650	11,555,997	7,527,360	28,511,007
	BQ Requests Fulfilled on Time	9,427,650	11,555,997	7,527,360	28,511,007
	% 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	616,195	551,671	658,328	1,826,194
	Data Elements Loaded on Time	616,195	551,671	658,328	1,826,194
	% 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	99.97%	99.95%	99.94%	99.95%
	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%	99.62%	99.87%
	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-2022	Feb-2022	Mar-2022	1st Quarter
Meter Read Retrieval Web Services	Response Time	99.79%	99.66%	98.28%	99.24%
	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. 1st Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met on February 2nd to discuss the following topics:

- OEB Items
    - o Third Party Access Application Submission
    - o Smart Meter Charge Application
    - o OEB Quarterly Report
- LDC Mergers and CIS Replacements/Upgrades
- Off-Peak Pricing (January 18th – February 7th)
- Data Governance
- Green Button
- SME 2022 Business Plans
- LDC Event 2022
- Stakeholder Meeting on the Design of an "Optional Enhanced" Time of Use (TOU) Rate Ontario Energy Board File No. EB-2022-0074

The SSC reviewed matters of MDM/R data quality submissions and LDC engagement in addressing such issues with updates on deliverables that the SME completed during the first quarter. (See below)

The next SSC meeting is scheduled for April 20th, 2022.

SME COVID-19 Response

In Q1 2021, IESO employees resumed a hybrid work model and started working in the office a minimum of two days a week. This pilot will run for six months ending September 30, 2022.

Third Party Access Application Submission

On October 29th the IESO submitted its application to the OEB. Case Number EB-2021-0292 was assigned and a notice was issued on November 16th, 2021. The detailed application can be found here: (https://www.oeb.ca/participate/applications/current-major-applications/eb-2021-0292).

On March 24, 2022 the OEB approved the Third Party Access settlement proposal as it was filed with the following key points from the decision:

- ▪ The OEB has reviewed the settlement proposal and finds that its provisions are in the public interest and represent a reasonable framework for Third Party Access and the protection of consumer privacy.

- The OEB agrees with OEB staff that the SME should consider expediting its assessment of expanding access to MDM/R data to entities beyond Canadian Governmental Entities sooner than 2025.
- The SME will charge Canadian Governmental Entities requests at $145/hour, with the exception of requests made by the IESO or the OEB which shall be fulfilled at no charge.

Canadian Governmental Entities

- *Federal and provincial governments, including ministries, agencies, boards, commissions, tribunals and wholly-owned corporations, or in the case of non-share capital corporations, where such corporations are controlled by a federal or provincial governments, as well as municipalities (or regional governments), universities, school boards, hospitals and First Nations. First Nations means a "council of the band" as that term is defined in subsection 2(1) of the Indian Act (Canada). "Canadian Governmental Entities" does not include private sector entities, publicly traded companies, individual doctors, professors, or government officials and all those entities that do not fall in one of the categories outlined above.*

Smart Metering Charge Application

On March 31st the SME submitted its Smart Metering Charge Application for a proposed five-year term from January 1, 2023 to December 31, 2027. The application requested an interim Smart Metering Charge of $0.43 per meter per month effective April 1, 2022. The IESO has also applied for approval to maintain this charge at $0.43 per meter per month, approximately a 25% reduction from the current $0.57 per meter per month, for the next five years, beginning January 1, 2023.

At the time of publishing this report, the OEB approved the interim reduction.

Alternate TOU Rate Structure

The OEB has consulted with the SME and received confirmation that there are no technical barriers with the MDM/R to implement the changes involved in with the New Ultra-Low Overnight TOU Electricity Rate. The SME will coordinate this effort with the LDCs. The SME has advised that this would be implemented at the lowest possible cost and would not impact the Smart Metering Charge.

Smart Metering Analytics & Reporting

The SME's Data and Analytics team continues to provide the OEB with monthly statistics on the uptake of the Tiered pricing option, by LDC. Trending wise, we continue to see a slight increase across the province, month over month, with the March average increasing to almost 7%. With the completion of the global off-peak pricing of $0.082/kWh on February 7th, 2022, the rate of customers switching to tiered pricing increased at a higher rate in March than in previous months.

SME Operational Updates

North Bay Hydro and Espanola Regional Hydro Merger

The North Bay Hydro & Espanola merge completed successfully during the March 12, 2022 weekend. Prior to the merge, the SME developed a new process to circumvent a limitation in the LDC's Customer Information System.

Oracle 19c Upgrade

On March 19th the MDM/R Production environment was updated to Oracle 19c. The upgrade was successful; however, there was a slight performance impact to some MDM/R reports which was quickly resolved.

SME Service Desk upgrades

As mentioned above, the SSC dedicated significant time to discuss matters of MDM/R data quality submissions and the LDCs engagement in addressing such issues. Based on feedback received by members of the SSC the SME recently deployed three updates:

1. Additional metrics were added to the LDC Monthly Performance Metrics Report
2. Improvements were made to the weekly LDC Action Items email, and
3. An LDC escalation contact type has been added to the SME Service Desk

The SME also deployed five data monitors to help LDCs identify and manage their data governance issues.

Webinar: Decoding Common Billing Issues Using the MDM/R GUI

The SME held a webinar on March 29th entitled "Decoding Common Billing Issues Using the MDM/R GUI". The webinar was attended by nearly 80 individuals and was well received. The SME is planning to build on this webinar as part of a series which will be delivered periodically throughout 2022.

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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