Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2022
April to June
Issue 36.0 - July 29, 2022

Table of Contents

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
- 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 5.1 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.

57 LDCs

5,141,036 Smart Meters

In the second quarter of 2022, the MDM/R was operationally stable and met or exceeded service levels for 99.98% 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 significant increase in the number of high usage days, as well as negative consumption, which was caused by meter data received from a few LDCs. These data quality issues reduce billing success and impact data analytics. 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].

---

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

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-2022	May-2022	Jun-2022	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,834,866,729	4,004,104,167	3,849,633,282	11,688,604,178
	Intervals Loaded on Time	3,833,836,165	4,003,172,108	3,849,633,185	11,686,641,458
	% Intervals Loaded on Time	99.97%	99.98%	100.00%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,300,615	8,194,816	5,845,916	19,341,347
	BQ Requests Fulfilled on Time	5,300,615	8,194,816	5,845,916	19,341,347
	% 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	649,542	640,607	670,532	1,960,681
	Data Elements Loaded on Time	649,542	640,607	670,532	1,960,681
	% 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%	99.77%	99.92%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target[2]	0	0	3	3
Meter Read Retrieval Web Services	Availability	100.00%	100.00%	99.94%	99.98%
	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%	99.99%	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		Apr-2022	May-2022	Jun-2022	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.74%	99.89%	98.97%	99.53%
	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%	99.83%	99.94%
	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. 2nd Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met virtually on April 20th and in person on June 20th to discuss the following topics:

- OEB Items
    - Third Party Access Application Decision Order
    - Smart Meter Charge Application
- LDC Mergers and CIS Replacements/Upgrades
- Ultra Low Overnight TOU Rate Structure
- MDM/R Data Governance
- Green Button Implementation
- AMI 2.0. Meter Replacements
- 7th LDC Annual Event – October 6th, 2022

The SSC reviewed matters of MDM/R data quality submissions and discussed the Ultra Low Overnight TOU Rate Structure. (See below)

The next SSC meeting is scheduled for September 21st, 2022.

Third Party Access (TPA) Application Submission

The SME is focusing on the following activities to implement OEB Decision and Order EB 2021-0292:

Consumer Education (Website, FAQs, others)

- Finalizing the IESO public website presence e.g. Frequently Asked Questions, how to request access to the data, Privacy and Security protections.
- Reviewing the consumer website & FAQ's content with the LDCs, via the EDA Communicators Council and then later share with the OEB, the Information and Privacy Commissioner and other interested audiences.

Internal IESO Processes from Request to Delivery

- Finalizing system, resources and documentation to enable the designed processes from intake to delivery, including complaint handling, internal and external reporting.
- Refining Assessment of requests, including guidelines to engage an Ethics Committee when required.

Data Products

- Setting up systems and resources to support a set of initially defined Public and Non-Public Standard Products

Smart Metering Charge (SMC) 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 SMC of $0.43 per meter per month effective April 1, 2022, which was approved by the OEB on June 30th. 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 1st, 2023. The adjudication process for the new 5-year SMC is currently underway with a Settlement conference scheduled for July 20th/21st.

Alternate TOU Rate Structure

The OEB consulted with the SME and received confirmation that there are no technical barriers with the MDM/R to implement the changes involved in the New Ultra-Low Overnight TOU Electricity Rate that will be introduced to consumers in 2023.

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, with an increase of 0.25% over the quarter. The largest contributors to the difference this quarter can be attributed to Hydro One, Alectra, Toronto Hydro, and Hydro Ottawa.

SME Operational Updates

Disaster Recovery (DR) Testing

The SME, with the participation of Hydro One, completed its annual DR Testing exercise. The DR exercise is normally scheduled for the fall, but was moved this year to June. This year's test was highly successful with backlog file processing completing faster than expected, primarily thanks to efficiencies gained through the eIP 8.6 upgrade.

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

The SME held part two of a webinar series on June 28th entitled "Decoding Common Billing Issues Using the MDM/R GUI". The webinar had 73 registered participants from the LDCs community. The SME will continue to build on this webinar series which will be delivered periodically throughout 2022.

LDC Action Items and Custom Reports

Based on LDC feedback, the SME has made several updates and improvements to LDC Action Items and other custom reports during the second quarter. These updates improved both reporting accuracy and user experience. The SME has also been considering development and deployment of additional reports to assist LDCs with improving their data quality.

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**
1600-120 Adelaide Street West
Toronto, Ontario M5H 1T1

Phone: 905.403.6900
Toll-free: 1.888.448.7777
E-mail: customer.relations@ieso.ca

ieso.ca

@IESO_Tweets
facebook.com/OntarioIESO
linkedin.com/company/IESO