Smart Metering Entity (SME) MDM/R Report

4th Quarter 2023
October to December
Issue 42.0 - January 31, 2024

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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
- 4th 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 5.2 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

5,284,411 Smart Meters

In the fourth quarter of 2023, the MDM/R was operationally stable and met or exceeded service levels for 99.98% of Meter Reads, 99.84% 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. Overall, billing success improved since the third quarter. This is primarily due to higher data quality and an MDM/R configuration change which was made in November to improve estimation during power outages. The SME continues to work and collaborate with LDCs on improving the quality of 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 fourth quarter, the SME met all the critical and non-critical service levels as shown in the tables below:

Critical Service Level Summary		Oct-2023	Nov-2023	Dec-2023	4th Quarter
Automatic Meter Read Processing	Intervals Loaded	4,148,860,839	4,041,975,479	4,187,407,449	12,378,243,767
	Intervals Loaded on Time	4,146,352,614	4,041,403,020	4,187,407,449	12,375,163,083
	% Intervals Loaded on Time	99.94%	99.99%	100.00%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,789,466	9,236,995	5,617,636	20,644,097
	BQ Requests Fulfilled on Time	5,789,466	9,203,516	5,617,636	20,610,618
	% Requests Fulfilled on Time	100.00%	99.64%	100.00%	99.84%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	3	0	3
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	1,357,982	2,471,828	1,113,619	4,943,429
	Data Elements Loaded on Time	1,357,982	2,471,828	1,113,619	4,943,429
	% 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%	99.87%	100.00%	99.96%
	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	100.00%	99.50%	100.00%	99.83%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	1	0	1
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		Oct-2023	Nov-2023	Dec-2023	4th Quarter
Meter Read Retrieval Web Services	Response Time	99.92%	99.96%	99.99%	99.96%
	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%	99.50%	100.00%	99.83%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	3	0	3
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. 4th Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met virtually on November 29, 2023 to discuss the following topics:

- OEB Items
    - Net Metering
    - Ultra-Low Overnight TOU Rate Structure
- LDC Mergers and CIS Replacements/Upgrades
- MDM/R Data Governance
- Expanding Third Party Access to the SME Data
- CSAE 3416 Audit

The next SSC meeting is scheduled for February 13, 2024.

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 and ULO pricing options by LDCs. This quarter saw an increase of Tiered customers by 0.13% to 9.69%, and an overall uptake of the ULO plan of 0.15%.

Expanding Third Party Access to the SME data

As part of the OEB's 2022 Decision, the SME is also required to undertake an investigation to assess the opportunity for expanding Third Party Access to the SME data and file a recommendation no later than April 30, 2025 as part of its 2024 SME Annual Report, with a preference that the SME would not wait until the deadline.

The SME designed a work plan to fulfill OEB requirements, of which a key component was conducting stakeholder consultations in order to understand the interest of various potentially new third parties to the smart metering data.

Four public sessions were held in October and November to engage with a wide range of organizations across various sectors (such as power generators, DR aggregators, DERs, battery storage, consultants, associations, agencies, utilities and others).

A total of 514 organizations were invited, yielding 125 attendees (or 24% of total invitees – considered to be a very good response rate).

The participants were very engaged in the discussions, with more than 93% indicating that they were either very interested or somewhat interested in the smart metering data.

The SME's next steps will involve further discussions with key influencers, such as SME intervenors and other subject matter experts, along with other considerations on operationalization aspects that the SME will need to factor into the assessment and recommendation to the OEB.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

The SME has been engaged with GrandBridge Energy for their merge which is on track to be completed during the January 20, 2024 weekend. The SME is also supporting Festival Hydro, London Hydro, and Toronto Hydro with their CIS upgrade/ replacement projects.

SME Service Desk Tool Upgrade

On October 25, 2023, the SME completed its annual SME Service Desk tool upgrade. This upgrade was smooth with no impacting changes to LDCs.

MDM/R Archiving

Semi-annual MDM/R archiving completed successfully during the weekend of November 4, 2023. The SME provides 2 years' worth of data online in the MDM/R and archived data back to 2012 in a data warehouse which can be provided to LDCs upon request.

2023 MDM/R CSAE-3416 Audit Report

The SME is required to conduct an annual CSAE-3416 audit of the MDM/R's internal control environment to support LDC financial statements and verify that the IESO's internal controls governing the operation of the MDM/R are suitably designed and operating effectively. In its report, which covers the April 1, 2023 to September 30, 2023 audit period, PricewaterhouseCooper LLP provided an unqualified opinion on the controls the IESO has put in place relating to the MDM/R System. This marks the 14th consecutive clean audit the SME has received.

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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