

EXTERNAL



Power to Ontario.
On Demand.

REPORT

Smart Metering Entity (SME)

MDM/R Report

3rd Quarter 2013

July to September

Issue 1.0 - October 28, 2013

Table of Contents

1. Introduction.....	2
1.1 Purpose.....	2
1.2 How to Use this Document	2
2. MDM/R Operation and Processing Performance	3
2.1 Performance.....	3
2.2 Training	3
2.3 Other Activities	3
3. MDM/R Service Levels.....	4
4. Initiatives and Software Testing	5
5. Additional Risks and Issues	6

1. Introduction

1.1 Purpose

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). This report includes the following updates:

- MDM/R Operation and Processing Performance;
- MDM/R Service Levels for both Critical and Non-Critical Services as set out in Appendix A of the “MDM/R Terms of Service”;
- Initiatives and Software Testing;
- Additional Risks and Issues; and,
- Roles and Responsibilities of the SME as set out in Article 2.2 of the “Smart Metering Agreement for Distributors”

1.2 How to Use this Document

This report presents information and status updates on MDM/R operation and processing performance (in Section 2), MDM/R Service Levels (in Section 3), and Initiatives and Software Testing (in Section 4). This report focuses on quarterly updates for the MDM/R including updates on the Roles and Responsibilities of the SME through the end of the indicated month. More information about the provincial Smart Metering Initiative and the MDM/R is available on the websites of the Ministry of Energy (<http://www.mei.gov.on.ca/>), the Ontario Energy Board (<http://www.oeb.gov.on.ca/OEB/Industry>) and the IESO/SME website (<http://www.smi-ieso.ca/>).

Each section 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.

2. MDM/R Operation and Processing Performance

2.1 Performance

The MDM/R production environment remains stable and reliable, processing reads from over 4 million meters for 71 LDCs on a daily basis. The SME continues to respond to and address LDC support, service requests, and issues in a timely manner.

For the reporting period July 1 to September 30, 2013, the MDM/R operated well, meeting and exceeding service levels for 98.92% of meter reads, 99.24% of billing quantity requests, and 100% for master data updates. Where there were processing delays, service was restored in a timely manner, or the delay was related to poor quality or timing of data submissions by one or more LDCs.

The SME publishes monthly LDC Performance Reports which provide each LDC with valuable data related to their organization's meter read, synchronization, and billing performance. Feedback from LDCs has been very positive on this initiative.

As part of the SME's outreach plan, several on-site visits to LDCs have been conducted. LDCs have responded positively to this approach, so the SME plans to continue scheduling more on-site visits for the remainder of the year and into 2014.

The SME has observed improvements in LDC performance related to the MDM/R, some of which have been enabled by providing timely performance information to LDCs, the SME's outreach, and training activities. Nevertheless, the SME continues to work with LDCs and their metering providers to manage the quality and timing of meter read data submissions in order to improve the performance of meter read and billing processing.

As part of the scheduled SME Steering Committee meetings, two conference calls were conducted in July and September. All LDCs are invited to participate.

2.2 Training

During the third quarter, the SME delivered three Advanced Graphical User Interface training sessions with three more advanced sessions, and one basic session scheduled before the end of the year. LDCs and agents have provided positive feedback, as the advanced course provides them with a variety of scenarios for investigation and exploration stemming from meter read data submission, synchronization, and billing exceptions. For the complete 2013 training schedule, please visit the SME website.

2.3 Other Activities

The external audit of MDM/R Operations is underway for the period April 1 to September 30, 2013, with results of this audit expected to be available by November 15, 2013. The results of the audit will be made available to Distributors upon request subject to the Smart Metering Agreement for Distributors.

In September, the SME upgraded the Service Desk Tool Software to the most current version, delivering LDCs improvements to the user interface and support for mobile and tablet devices. This latest version provides additional capabilities to support further improvements in fulfilling LDC support, service, and information requests.

3. MDM/R Service Levels

The Service Level Performance Chart splits Service Level summaries into two parts:

- Critical Service Level Summary, and;
- Non-Critical Service Level Summary

The Critical Service Level Summary section includes processing metrics for Meter Read Data, Billing Quantity Response, MDM/R Master Directory, and the Graphical User Interface (GUI). The Non-Critical Service Level Summary section includes processing metrics for Service Desk Response Times. The table includes a Service Level breakdown for each month along with a quarterly summary.

		Jul-2013	Aug-2013	Sep-2013	3 rd Quarter
Critical Service Level Summary					
Meter Read Data Processing	# of Intervals Processed	3,092,532,490	3,075,573,055	3,042,895,171	9,211,000,716
	# of Intervals Processed within Service Level Time	2,994,472,380	3,075,571,111	3,041,685,211	9,111,728,702
	% Intervals Processed within Service Level Time	96.83%	100.00%	99.96%	98.92%
	# of Incidents with Single Delay > 45 mins and/ or # of Incidents resulting in Accumulated Delay > 240 mins	4	1	1	6
Billing Quantity Response Processing	# of BQ Requests Processed	2,992,627	2,998,746	2,843,699	8835072
	# of BQ Requests Processed within Service Level Time	2,985,176	2,984,700	2,797,877	8767753
	% Requests Processed within Service Level Time	99.75%	99.53%	98.39%	99.24%
	# of Incidents with Single Delay > 45 mins and/or # of Incidents resulting in Accumulated Delay > 240 mins	1	1	1	3
MDM/R Master Directory (MMD) Processing	# of Data Elements Processed	2,224,623	3,154,836	2,819,277	8198736
	# of Data Elements Processed within Service Level Time	2,224,623	3,154,836	2,819,277	8198736
	% Data Elements Processed within Service Level Time	100%	100%	100%	100%
	# of Incidents resulting in Data Elements Processed outside Service Level Time	0	0	0	0
MDM/R Graphical User Interface	User Interface Availability	99.68%	99.99%	99.93%	99.87%
	# of Incidents resulting in non-availability of Service < 99.80%	1	0	1	2
Non-Critical Service Level Summary					
Service Desk Response Time	Response Time (90% of Sev 1 and Sev 2 incidents response time within 15 minutes)	100%	100%	100%	100%
	# of Incidents (Sev 1 and Sev 2) OSP responded after 15 mins	0	0	0	0

4. Initiatives and Software Testing

MDM/R Release 7.6 Upgrade

This project will upgrade the MDM/R software to the most current version of the software keeping it maintainable and supportable.

The SME analyzed the MDM/R software vendor's product roadmap, assessed the various support implications of remaining on Release 7.2, and concluded that there would be benefits to both MDM/R operations and support with an upgrade to Release 7.6. The MDM/R software vendor supported that conclusion citing that Release 7.6 is its latest and most widely deployed software version.

To reduce the SME's and LDCs' efforts and costs of testing and deploying both the Measurement Canada 2012 Phase 2 solution and the MDM/R Release 7.6 upgrade in two separate releases, the SME is combining the testing and deployment into one software release. The SME Steering Committee expressed unanimous support of this approach.

Planning for this project is underway, and the SME will provide updates to LDCs as the project progresses.

Measurement Canada 2012 Phase 2

The software for the Measurement Canada (MC) 2012 Phase 2 solution is expected to be made available for LDC testing at the same time as the upgrade of the MDM/R (above) in early 2014.

The MC 2012 Phase 2 solution provides additional quality indicators for estimated and calculated register reads and the ability to designate externally submitted register reads as estimated. It also allows LDCs to use the MDM/R for billing based on hourly and periodic consumption in order to further support Measurement Canada requirements.

Phase 2 of the Measurement Canada 2012 solution includes the following components:

- Calculative reads equality adjustment (periodic and hourly) and related measurement profiles;
- Additional quality indicators for externally estimated and calculated register reads using estimated intervals; and
- Extension of the Trilliant meter readings interface for estimated register reads.

MDM/R Infrastructure Refresh

The project to update the computing infrastructure of the MDM/R is well underway in order to deliver further improvements to the performance and operation of the MDM/R. At this time, the SME is targeting to have the MDM/R transitioned to the new computing infrastructure in early 2014.

MDM/R Data Access

The SME is involved in three Ministry initiatives to improve access to electricity data stored in the MDM/R and derive additional value from that data:

- To help consumers conserve energy and save on electricity costs the Ministry launched the 'Green Button Initiative' on November 21, 2012 with the objective to provide electricity consumers with greater access to information about their energy consumption, and encourage the creation of new innovative tools for consumers..

- In March 2013 the Ministry launched the MDM/R Road Map initiative to identify opportunities to derive additional value from the investments already made in the Province's smart metering infrastructure and the MDM/R.
- In accordance with a Ministry Directive, on February 11, 2013, the OEB's Supplemental Report on Smart Grid stated that "The Smart Metering Entity (SME) must investigate opportunities for providing access to depersonalized, generic data to third parties for planning, research, and customer benchmarking purposes (e.g., allowing customers to compare their consumption with that of their neighbours)."

The SME has initiated research of technologies that could be used to support broader data access and analysis of data stored in the MDM/R.

The IESO has provided multiple updates to the Ontario Energy Board, the Ministry, OPA, and LDCs on the progress of this project over the past few months. Feedback from the Ministry, OEB, OPA and LDCs has been very supportive and encouraging.

Further work is required with the Ministry of Energy, the Ontario Energy Board and stakeholders of the MDM/R to assess the future level of demand for and value of data access and analytics, in order to determine next steps.

5. Additional Risks and Issues

There are no additional risks and issues to report.