EXTERNAL

REPORT

Independent Electricity System Operator

Smart Metering Entity (SME)
MDM/R Report
3rd Quarter 2015
July to September

Issue 9.0 - October 30, 2015

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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). The 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 (www.ontarioenergyboard.ca/OEB/Industry) and the IESO/SME website (http://www.smi-ieso.ca/).

Each section of this report 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 70[1] 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 1st to September 30th, 2015, the MDM/R operated well, meeting or exceeding service levels for 98.96% of meter reads, 99.95% of billing quantity requests, and 100.00% of master data updates. Where there were processing delays, service was restored in a timely manner.

The SME published LDC-specific performance metrics reports for the months of July, August, and September 2015. These reports provide each LDC with information related to their organization's meter read, synchronization, and billing performance. This information also assists LDCs in improving the quality and timing of their data submissions to the MDM/R.

An SME Steering Committee meeting was held on September 15, 2015. The SME encourages the LDC community to participate during the pre-scheduled SME Steering Committee meeting open calls where LDCs are given the opportunity to provide feedback and suggestions to the SME. For convenience, the SME has also provided a method for LDCs to communicate feedback and suggestions through email. The next call is scheduled for November 24, 2015.

2.2 Training

During the third quarter, the SME delivered three Service Desk webinars, one Basic Graphical User Interface (GUI) training session, and one advanced Graphical User Interface (GUI) training session. In addition, the SME provided onsite Service Desk, Basic and Advance GUI training at Ottawa Hydro. Feedback from participants continues to be positive. For the complete 2015 training schedule, please visit the SME website.

In addition to classroom taught sessions, the SME continues to expand its library of interactive e-Learning courses. These courses, which include GUI navigation, MDM/R synchronization, billing, and troubleshooting techniques, enable LDCs to train employees at their leisure and provide more flexibility for re-training or training of new employees. LDCs are encouraged to recommend training topics that would be used in new e-Learning courses.

2.3 Other Activities

MDM/R Reports

Using feedback provided in the MDM/R Reports Survey, the SME has made changes to some MDM/R reports adding more value to the reporting process. LDCs are encouraged to propose and submit opportunities for other changes or improvements which can be done through their Service Desk agent and the MDM/R Change Management process.

[1] This number has been updated to reflect the amalgamation of Hydro One and Norfolk Power.

SME License Renewal

The SME license and the SME/Distributor Agreements expire in January 2016. Over the coming months, the IESO will be requesting the OEB to extend the SME license and the SME/Distributor Agreements.

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 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.

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].

Critical Service Level Summary		Jul-2015	Aug-2015	Sep-2015	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	**3,175,563,382**	**3,156,124,837**	**3,072,327,691**	**9,404,015,910**
	Intervals Loaded on Time	**3,077,510,275**	**3,156,124,837**	**3,072,327,691**	**9,305,962,803**
	% Intervals Loaded on Time	**96.91%**	**100.00%**	**100.00%**	**98.96%**
	Number of incidents resulting in accumulated delay >240 minutes[2]	**1**	**0**	**0**	**1**
Automatic Billing Quantity Processing	BQ Requests	**3,882,939**	**3,832,694**	**3,897,822**	**11,613,455**
	BQ Requests Fulfilled on Time	**3,876,885**	**3,832,694**	**3,897,822**	**11,607,401**
	% Requests Fulfilled on Time	**99.84%**	**100.00%**	**100.00%**	**99.95%**
	Number of incidents resulting in accumulated delay >240 minutes[2]	**0**	**0**	**0**	**0**
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	**1,753,594**	**1,285,267**	**2,386,255**	**5,425,116**
	Data Elements Loaded on Time	**1,753,594**	**1,285,267**	**2,386,255**	**5,425,116**
	% 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	**97.86%**	**100.00%**	**100.00%**	**99.29%**
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target[2]	**3**	**0**	**0**	**3**
Meter Read Retrieval Web Services	Availability	**99.81%**	**100.00%**	**100.00%**	**99.94%**
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	**0**		**0**	**0**
Reporting	Percentage completed on time	**89.68%**	**92.33%**	**94.93%**	**92.32%**
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	**31**	**29**	**28**	**88**
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**

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

Non-Critical Service Level Summary		Jul-2015	Aug-2015	Sep-2015	3rd Quarter
Meter Read Retrieval Web Services	Response Time	**99.63%**	**99.85%**	**99.82%**	**99.77%**
	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	**98.15%**	**100.00%**	**99.88%**	**99.34%**
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	**4**	**0**	**0**	**4**
Service Requests	Resolution Time	**97.96%**	**100.00%**	**100.00%**	**99.32%**
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	**1**	**0**	**0**	**1**

Disbursement of the Service Levels Credit Account

The OEB decision on the Accounting Order dated May 14th, 2013 requires the SME to apply to the OEB to clear the approved 'Service Level Credits' variance account on the earlier of (i) the date on which the balance in the variance account meets or exceeds $2 million or (ii) January 26, 2016. As stated in the SME Distributor Agreement "As part of its application, the SME will ask the Board to approve the allocation of service level credits amongst MDM/R service recipients as determined by the SME Steering Committee.".

At the SME Steering Committee (SSC) meeting on September 15th, 2015, the SME presented a framework for the allocation of the service level credits among active service recipients. The SME Steering Committee approved the framework which will be applied to the SLA credits for the period of May 1st, 2013 to December 31st, 2014.

The SME will structure the application to the OEB to clear the variance account based on the approved framework for a plan to disburse the amounts in January 2016.

4. Initiatives and Software Testing

MDM/R Data Mart and Web Services Facility Project

The Data Mart and Web Services Facility project is well underway with IESO conducting testing on the facility and its integration with the MDM/R production system. LDC testing is expected to begin in mid-November 2015.

LDCs and their agents will use the Data Mart and Web Services Facility to support large volume data access requests through existing access methods without impacting the operation of the MDM/R. This allows LDCs and their agents to retrieve large amounts of data more quickly which supports new and evolving value-added data services.

LDC Merger Utility Project

Hydro One successfully merged with Norfolk Power Distribution on August 30, 2015. The SME will continue to provide full support to Hydro One with the two additional mergers planned for 2016.

The SME is also supporting Cambridge and North Dumfries Hydro and Brant County Power who have a scheduled merge date of January 17, 2016.

MDM/R Data Access Platform (MDAP) Business Case Development Project

In late September 2014, The Ministry of Energy, the Advanced Energy Center (AEC) and the IESO ratified the Project Definition Document to develop a business case for a provincial electricity data warehouse also known as the MDM/R Data Access Platform (MDAP).

This business case considers additional data (e.g. property, generation, commercial), together with MDM/R data, to create actionable insights for Ontario. While respecting privacy and security requirements, it also considers new interfaces and functionality to enhance non-customer access to data by current users and enable access to new classes of users such as researchers, OEB, Ministry, IESO Planning & Conservation, and other parties.

Building the Foundation to Enhance the Value of MDMR Electricity Consumption Data ("Foundation" Project)

The IESO held the fifth and final Foundation Working Group (FWG) meeting on September 16th, 2015. In accordance with our stakeholder engagement plan, two of the previous meetings were open to the public and had good participation from organizations outside of the FWG. The final Foundation recommendations are broken down into the following three areas: Addition of Address and Occupant Change Information into the MDM/R, De-identifying Information for Disclosure to Third Parties, and a Framework for Third Party Access.

The IESO presented the Foundation recommendations to the Stakeholder Advisory Committee at its October 1st meeting, after which the recommendations were posted for public comment. The Foundation project is expected to finish with a published set of final recommendations by the end of October. To date, no specific plans have been made for the implementation of the Foundation recommendations.

Our efforts to educate stakeholders on the differences between Foundation, the MDM/R Data Mart, and the MDM/R Data Access Platform (MDAP) initiatives, and to assure them that they are synergistic and without duplication are succeeding. For updates on this initiative, please see:

http://www.ieso.ca/Pages/Participate/Stakeholder-Engagement/Foundation.aspx

5. Additional Risks and Issues

There are no additional risks or issues to report.