



Smart Metering Entity (SME) MDM/R Report

1st Quarter 2024
January to March
Issue 43.0 - April 30, 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
- 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 nearly 5.3 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.



**56
LDCs¹**



**5,292,831
Smart Meters**

In the fourth quarter of 2023, the MDM/R was operationally stable and met or exceeded service levels for 98.34% 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. Overall, billing success remained steady during the first quarter with over a 98% billing success rate. Estimation, a primary contributor to billing accuracy, also remained at 2% or less during the quarter. The SME is continually working with LDCs to improve 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 summary².

¹ The number of LDCs has been updated to reflect the merge between Energy+ and Brantford Power to form Grand Bridge Energy Inc.

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-2024	Feb-2024	Mar-2024	1st Quarter
Automatic Meter Read Processing	Intervals Loaded	4,188,236,418	3,932,176,608	4,191,862,187	12,312,275,213
	Intervals Loaded on Time	3,984,955,476	3,932,176,608	4,190,779,863	12,107,911,947
	% Intervals Loaded on Time	95.15%	100.00%	99.97%	98.34%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	8,927,660	5,633,877	5,591,270	20,152,807
	BQ Requests Fulfilled on Time	8,927,660	5,633,877	5,591,270	20,152,807
	% 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	1,150,458	1,191,287	867,868	3,209,613
	Data Elements Loaded on Time	1,150,458	1,191,287	867,868	3,209,613
	% 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	100.00%	100.00%	99.93%	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%	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		Jan-2024	Feb-2024	Mar-2024	1st Quarter
Meter Read Retrieval Web Services	Response Time	99.94%	99.98%	99.97%	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%	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 in person on February 13, 2024 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- CSAE 3416 Audit
- Recommendation for Expanding Third Party Access to the SME Data
- MDM/R Data Governance
- AI pilot to support SME Operations

The next SSC meeting was scheduled for April 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 0.08% to 9.81%, and an overall uptake of the ULO plan to 0.23%.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

In January, the merge between Energy+ and Brantford Power to form GrandBridge Energy Inc. was successfully completed in the MDM/R. The SME continues to support Festival Hydro, London Hydro, and Toronto Hydro with their CIS upgrade/ replacement projects.

SME Operations Support for LDC Testing

Due to the increasing number of ongoing initiatives (e.g. MDM/R net metering integration, CIS Upgrades / replacements, AMI 2.0 deployments) the SME has been actively supporting and coordinating LDC testing activities. To support the higher number of LDCs testing, the SME is now providing access to an additional MDM/R test environment.

MDM/R Net Metering

The SME's MDM/R province-wide Net Metering solution was deployed to production in November 2023. Subsequently, a limited number of LDCs, using a specific CIS technology that requires a unique bi-directional meter configuration (e.g. a bi-directional meter configured as two separate accounts), have requested a more customized net metering solution. As such, the SME has published a technical bulletin outlining a temporary process that can be used while the original solution is expanded to

support this custom configuration. The SME is expecting to have this expanded solution available for LDC testing in late Q3 for LDC testing and deployment.

MDM/R Application Software Update


To maintain support and ensure ongoing system reliability, the SME is upgrading the MDM/R's application software, Energy IP, from version 8.6 to 9.0. Initial testing by the SME revealed no changes to the MDM/R's synchronization, meter data, or billing functional interfaces. The SME is currently targeting the May 4, 2024 weekend for deployment to Production.

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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