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# Smart Metering Entity (SME) MDM/R Report

2<sup>nd</sup> Quarter 2024  
April to June  
Issue 44.0 - July 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
- 2<sup>nd</sup> Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

# 2. MDM/R Operation and Processing Performance

## MDM/R Performance

This past quarter, the MDM/R reached a new milestone, surpassing 5.3 million active smart meters.

The MDM/R production environment remains stable and reliable, processing reads from over 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  
LDCs<sup>1</sup>**



**5,302,983  
Smart Meters**

In the first quarter of 2024, the MDM/R was operationally stable and met or exceeded service levels for 99.88% of Meter Reads, 98.52% 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 no notable changes to the quality of LDC master data. 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<sup>2</sup>.

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

<sup>2</sup> 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:

| <b>Critical Service Level Summary</b>                       |  | <b>Apr-2024</b> | <b>May-2024</b> | <b>Jun-2024</b> | <b>2nd Quarter</b> |
|---|--|-----------------|-----------------|-----------------|--------------------|
| <b>Automatic Meter Read Processing</b>                      | Intervals Loaded   | 4,073,075,550   | 4,213,666,863   | 4,074,648,614   | 12,361,391,027     |
|   | Intervals Loaded on Time   | 4,071,592,754   | 4,201,264,133   | 4,073,483,282   | 12,346,340,169     |
|   | % Intervals Loaded on Time   | 99.96%          | 99.71%          | 99.97%          | 99.88%             |
|   | Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>   | 0               | 0               | 0               | 0                  |
| <b>Automatic Billing Quantity Processing</b>                | BQ Requests  | 5,585,733       | 9,341,497       | 5,717,364       | 20,644,594         |
|   | BQ Requests Fulfilled on Time  | 5,585,733       | 9,153,514       | 5,598,928       | 20,338,175         |
|   | % Requests Fulfilled on Time   | 100.00%         | 97.99%          | 97.93%          | 98.52%             |
|   | Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>   | 0               | 0               | 0               | 0                  |
| <b>Automatic MMD Incremental Synchronization Processing</b> | Data Elements Requested  | 1,137,366       | 1,269,574       | 1,270,427       | 3,677,367          |
|   | Data Elements Loaded on Time   | 1,137,366       | 1,269,574       | 1,270,427       | 3,677,367          |
|   | % 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 <sup>2</sup>                        | 0               | 0               | 0               | 0                  |
| <b>MDM/R Graphical User Interface</b>                       | 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 <sup>2</sup> | 0               | 0               | 0               | 0                  |
| <b>Meter Read Retrieval Web Services</b>                    | Availability   | 100.00%         | 100.00%         | 100.00%         | 100.00%            |
|   | Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target           | 0               | 0               | 0               | 0                  |
| <b>Reporting</b>  | 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                  |
| <b>Vendor Service Desk Incident Response</b>                | 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                  |
| <b>Vendor Service Desk Service Requests</b>                 | 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                  |

| <b>Non-Critical Service Level Summary</b> |   | <b>Apr-2024</b> | <b>May-2024</b> | <b>Jun-2024</b> | <b>2nd Quarter</b> |
|---|---|-----------------|-----------------|-----------------|--------------------|
| <b>Meter Read Retrieval Web Services</b>  | Response Time   | 99.99%          | 99.94%          | 99.99%          | 99.97%             |
|   | Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target | 0               | 0               | 0               | 0                  |
| <b>MDM/R Availability</b>                 | 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                  |
| <b>Service Requests</b>                   | 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                  |

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## 3. 2<sup>nd</sup> Quarter key SME Activities

### SME Steering Committee (SSC)

The SSC met virtually on June 19, 2024 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- CSAE 3416 Audit
- 2023 Cost Variance Account Report to the OEB
- Assessment of Third Party Access Expansion
- EnergyIP 9.0 upgrade status
- Roadmap to the new EnergyIP UI
- MDM/R Data Governance

The next SSC meeting is scheduled for September 11, 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 0.15% to 9.96%, and an overall uptake of the ULO plan to 0.30%.

### Smart Metering Entity Annual Cost and Variance Account Report

The SME's Annual Cost and Variance Account Report, for the year ending December 31, 2023 was filed through the Ontario Energy Board's RESS portal on May 29, 2024. The report can be found on the OEB website at following link:

<https://www.rds.oeb.ca/CMWebDrawer/Record/854442/File/document>

There were no questions or comments on the report from OEB staff or intervenors.

### Assessment of Third Party Access Expansion

Submitted initial results of the SME's assessment to the OEB in the above Annual Cost and Variance Account Report to describe work undertaken to date, as well as the observation from the stakeholder engagement sessions that a high level of interest in gaining access to SME data exists. The SME will continue its assessment over the coming months and incorporate input from various audiences towards a final recommendation, which it envisions submitting to the OEB by year-end.

## **SME Operational Updates**

### **LDC Mergers & CIS Replacements/Upgrades**

Hydro One will be merging with Chapleau Hydro. The merger in the MDM/R is currently scheduled for the September 7, 2024 weekend.

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.

### **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 have requested a more customized net metering solution. The SME received official requirements from Harris NorthStar for a solution to support LDCs that require a unique bi-directional meter configuration. Redline versions of the MDM/R Synchronization & Billing Technical Interface Specifications are expected will be released as soon as the design is finalized.

The SME is targeting deployment of the new solution to the MDM/R QA and Sandbox environments in September with final deployment to the MDM/R production environment in early December 2024.

### **MDM/R Application Software Update**

SME upgraded the MDM/R's application software, Energy IP, from version 8.6 to 9.0 on the weekend of May 4, 2024. There was no major impact to the LDCs day to day operations with the MDM/R, and due to some infrastructure enhancements, the SME is achieving performance improvements in nightly meter read processing.

### **Annual Disaster Recovery (DR) Testing**

This year's DR Test began on Wednesday, June 24, 2024, and ran through to Monday, June 29, 2024. Overall, DR testing went well with a couple of minor improvements identified and resolved. With efficiencies gained from the 9.0 upgrade, the SME was able to complete backlog processing in record time during the DR test.

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## **4. Additional Risks and Issues**


There are no additional risks or issues at this time.

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## **5. Other Opportunities and Next Steps**

There are no other opportunities at this time.





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