Smart Metering Entity (SME) MDM/R Report

4th Quarter 2024
October to December
Issue 46.0 - January 31, 2025

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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 5.3 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.

55 LDCs[1]

5,323,206 Smart Meters

In the last quarter of 2024, the MDM/R was operationally stable and met or exceeded service levels for 99.92% of Meter Reads, 100% of Billing Quantity requests, and 99.68% 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, the number of estimated intervals dropped significantly which translated to higher billing accuracy. The SME continues to work with LDCs on improving the quality of the 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[2].

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[1] *The number of LDCs has been updated to reflect the merge between Hydro One Networks Inc. and Chapleau Public Utilities Corporation.*

[2] *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-2024	Nov-2024	Dec-2024	4th Quarter
Automatic Meter Read Processing	Intervals Loaded	4,271,720,838	4,137,167,242	4,283,178,634	12,692,066,714
	Intervals Loaded on Time	4,261,128,842	4,137,166,202	4,283,178,634	12,681,473,678
	% Intervals Loaded on Time	99.75%	100.00%	100.00%	99.92%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,909,354	9,396,472	5,747,027	21,052,853
	BQ Requests Fulfilled on Time	5,909,354	9,396,472	5,747,027	21,052,853
	% 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	5,936,516	5,374,938	6,748,091	18,059,545
	Data Elements Loaded on Time	5,878,630	5,374,938	6,748,091	18,001,659
	% Data Elements Loaded on Time	99.02%	100.00%	100.00%	99.68%
	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%	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
Reporting	Percentage completed on time	100.00%	100.00%	99.99%	99.99%
	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-2024	Nov-2024	Dec-2024	4th Quarter
Meter Read Retrieval Web Services	Response Time	99.98%	99.99%	99.96%	99.98%
	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. 4th Quarter key SME Activities
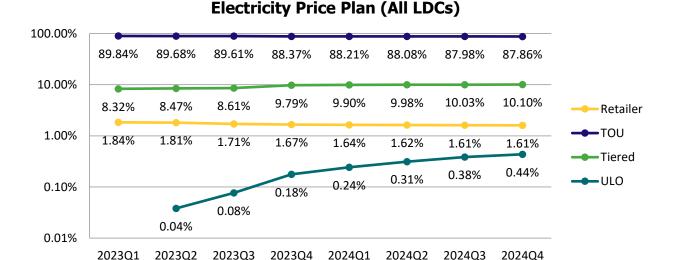
SME Steering Committee (SSC)

The SSC met in person on November 21, 2024 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- SME CSAE 3416 Audit
- Assessment of Third Party Access Expansion
- MDM/R infrastructure service provider change
- OEB and Ministry Items
- SSC Meeting locations
- LDC AMI 2.0 procurement and deployment updates
- MDM/R Data Governance
- 2024 SME LDC Satisfaction Survey Results

The SSC Chair, a member from Synergy North, stepped down from the SSC. The remaining members nominated and voted on both a new SSC Chair and Vice-Chair. The Hydro One member (previously the Vice-Chair) was voted the new SSC Chair, and the Elexicon Energy member was voted the Vice-Chair. The next SSC meeting is scheduled for February 26, 2025.

Smart Metering Analytics & Reporting

The SME's Data and Analytics team continues to provide the OEB with monthly statistics on the customer uptake of the Tiered and Ultra Low Overnight (ULO) pricing options. This quarter saw an increase of Tiered customers by 0.07% to 10.10%, and an overall uptake of the ULO plan by 0.06% to 0.44%[2].

Electricity Price Plan (All LDCs)

	2023Q1	2023Q2	2023Q3	2023Q4	2024Q1	2024Q2	2024Q3	2024Q4
TOU	89.84%	89.68%	89.61%	88.37%	88.21%	88.08%	87.98%	87.86%
Tiered	8.32%	8.47%	8.61%	9.79%	9.90%	9.98%	10.03%	10.10%
Retailer	1.84%	1.81%	1.71%	1.67%	1.64%	1.62%	1.61%	1.61%
ULO		0.04%	0.08%	0.18%	0.24%	0.31%	0.38%	0.44%

*values may change based on historical updates made by LDCs.0

Assessment of Third Party Access Expansion

On December 16, 2024, the SME submitted its report "Assessment of Expanding Third Party Access (TPA) to SME Data Beyond Currently Approved Parties" to the Ontario Energy Board (OEB) as stipulated in the OEB's Decision and Order OEB-EB-2021-0292. The report is the culmination of a multi-faceted assessment that has taken place over a period of approximately 18 months and included stakeholder consultations, broad internal and external engagement and industry experts' analysis. The full submission can be found on the OEB's website.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

The SME is working with Alectra Utilities Corp. and Enova on their mergers which are currently scheduled for Q4 2025 and Q1 2026.

The SME actively supported London Hydro and a number of other LDCs, with their CIS replacement projects by actively coordinating LDC testing activities in multiple MDM/R test environments and other related activities.

MDM/R Net Metering

The SME's general MDM/R province-wide Net Metering solution was deployed to the production environment in November 2023. Additionally, in early December 2024, , the SME deployed a custom two-meter Net Metering solution to the MDM/R production environment to support LDCs using the Harris NorthStar CIS system. At the same time, the SME also deployed a new MV90 Itron CRF Adapter to specifically support Toronto Hydro's net metered customers.

MDM/R Transition to AWS

The SME is progressing well with the MDM/R AWS cloud build. Preliminary testing is complete, and a high-level project plan was presented to the LDC community during the last SSC Open Call of the year. Production cut-over remains on-track for August 2025.

2024 SME LDC Satisfaction Survey

The annual SME LDC Satisfaction Survey was released on September 24, 2024, and closed on October 15, 2024. The SME received a 98% satisfaction rating from the LDC Community! This is the highest score received to date which is primarily thanks to the SME LDC agents' quick turnaround and high-quality problems resolution on matters of day-to-day support or other development initiatives.

Annual Service Desk Tool Upgrade

On November 11, 2024, the SME performed a scheduled upgrade of the SME Service Desk tool. The upgrade was completed successfully, and there was no impact to LDCs.

SDP ID Replacement

As a new more advanced feature, LDCs now have the ability to replace SDP IDs in the MDM/R. This is the result of a collaboration with London Hydro which helped create a solution for an SDP ID replacement tool, that leverages the same code used for LDC Merge. This has addressed a past issue of not being able to replace SDP IDs in the MDM/R once an ORG ID, SDP ID, and USDP ID relationship was established.

Custom Report File Delivery

The SME has worked with IBM over the past few months on a delivery mechanism for LDC custom reports. This new solution makes it possible to deliver custom reports generated from the MDM/R Data Warehouse through the regular MDM/R file transfer service.

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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