



Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2025
July to September
Issue 49.0 - October 31, 2025

Table of Contents

1.	Introduction	2
	Purpose and Contents.....	2
2.	MDM/R Operation and Processing Performance	3
	MDM/R Performance.....	3
	LDC Performance	3
	MDM/R Service Levels.....	3
3.	3rd Quarter key SME Activities	5
	SME Steering Committee (SSC)	5
	Smart Metering Analytics & Reporting	5
	SME Operational Updates.....	6
	LDC Mergers & CIS Replacements/Upgrades.....	6
	AMI 2.0 Deployments	7
	MDM/R Transition to Amazon Web Services.....	7
4.	Additional Risks and Issues	7
5.	Other Opportunities and Next Steps.....	7



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 and Mines 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
- 3rd 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 5.4 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**



**5,477,921
Smart Meters**

In the third quarter of 2025, the MDM/R was operationally stable and met or exceeded service levels for 99.98% 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. During the third quarter, billing success decreased slightly due to higher amounts of missing data. The SME believes this is, in part, due to increased vegetation, aging infrastructure and AMI replacement projects. The SME will continue working with LDCs and their agents to improve billing success.

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 summary¹.

¹ Percentages are rounded to the second decimal place for each metric.

In the third quarter, the SME met all the critical and non-critical service levels as shown in the tables below:

Critical Service Level Summary		Jul-2025	Aug-2025	Sep-2025	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	4,786,960,982	4,854,310,146	4,820,901,824	14,462,172,952
	Intervals Loaded on Time	4,786,516,635	4,851,454,788	4,820,901,824	14,458,873,247
	% Intervals Loaded on Time	99.99%	99.94%	100.00%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	7,315,966	7,182,647	6,186,257	20,684,870
	BQ Requests Fulfilled on Time	7,315,966	7,182,647	6,186,257	20,684,870
	% 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	13,059,649	6,206,670	6,192,821	25,459,140
	Data Elements Loaded on Time	13,059,649	6,206,670	6,192,821	25,459,140
	% 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%	99.99%	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%	99.96%	99.95%	99.97%
	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%	99.95%	100.00%	99.98%
	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		Jul-2025	Aug-2025	Sep-2025	3rd Quarter
Meter Read Retrieval Web Services	Response Time	99.80%	99.63%	99.60%	99.68%
	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. 3rd Quarter key SME Activities

SME Steering Committee (SSC)

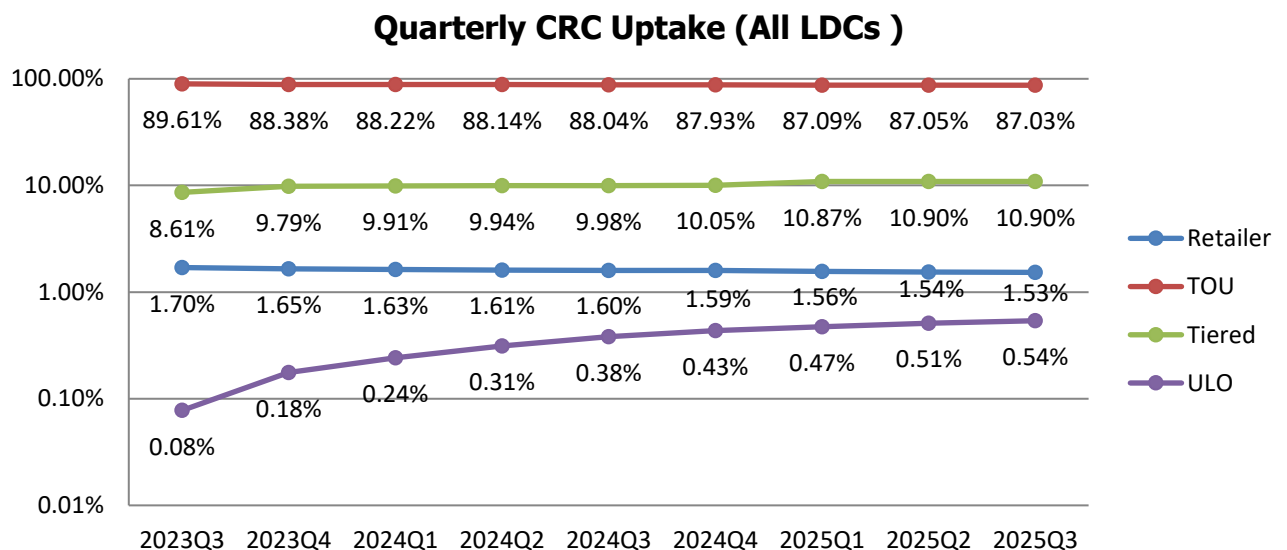
The SSC met virtually on July 3, 2025 and in person on September 24, 2025, hosted by Alectra Utilities, to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- CSAE 3416 Audit Report and Bridge Letter
- MDM/R Infrastructure migration to Amazon Web Services (AWS)
- SME Projects & Initiatives Roadmap
- OEB and Ministry Items
- Commercial & Industrial (C&I) Customer Data
- Expanding Third Party Access
- LDC Event
- AMI 2.0 Procurement and Deployment Updates

The next SSC meeting, scheduled as a virtual meeting, is on November 19, 2025.

Smart Metering Analytics & Reporting

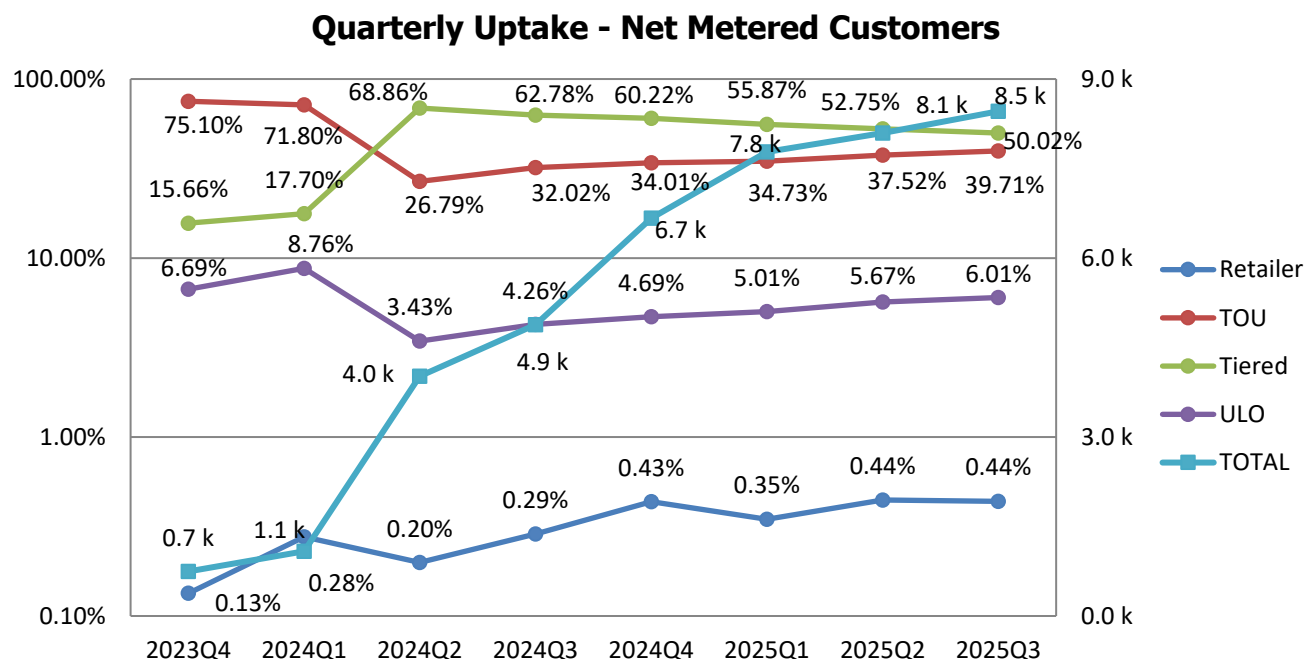
The SME's Data and Analytics team continues to provide the OEB with monthly statistics on customer counts on the several pricing options (Time of Use – TOU, Tiered and Ultra Low Overnight - ULO). This quarter saw an increase of ULO customers by 0.03% to 0.54%, while uptake of Tiered customers remained same at 10.90%



¹Numbers reported exclude net metered customers

²Values may change based on historical updates made by LDCs.

Further, a quarterly update on the uptake of net metering is provided in the graph below. Considering that net metered customers have gradually been synced into the MDMR over the reporting period, the percentage share of the Commodity Rate Class (CRC) is relative to number of net meters synced into the MDMR at the time of reporting. These numbers are expected to fluctuate as more net metered customers get synced to the MDMR. This quarter saw an increase in ULO net metered customers by 0.34% to 6.01%, while uptake by Tiered net metered customers decreased by 2.73% to 50.02%.



¹Reported numbers may include microFIT customers synced to the MDMR by some LDCs.

²Values may change based on historical updates by LDCs.

³Some meters synced with the MDMR have no CRC label.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

The SME continues to support Alectra Utilities Corp. and Enova on their respective mergers which are currently on track for Q1 2026.

Oshawa successfully cutover to their new CIS on October 6, 2025, and Elexicon's CIS replacement is still on track for Q4 2025. London Hydro's CIS upgrade has been rescheduled for 2026. The SME continues to ensure test environments and resourcing are available to support LDC testing activities.

AMI 2.0 Deployments

The SME is supporting several AMI 2.0 deployment initiatives for LDCs who have begun rolling out next-generation metering technologies. A new meter adapter, which is designed to integrate with the latest generation of Honeywell meters, is being actively tested. Deployment of this adapter is anticipated for Q4 2025.

MDM/R Transition to Amazon Web Services

On August 16, 2025, the SME successfully migrated the MDM/R from locally hosted infrastructure at an IBM Data Centre, to a fully cloud-based solution on Amazon Web Services (AWS). Besides the significant financial savings in monthly operational MDM/R costs, this transition greatly enhances scalability and flexibility for the MDM/R to process the expected four-fold increase in the daily number of electricity intervals as LDCs implement AMI 2.0 smart meters. Over the next five years, the nightly transaction volume is expected to grow from 125 million intervals per day to more than half a billion. The SME is well-positioned to support the transition from hourly to 15-minute intervals as LDCs evolve their metering capabilities.



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.

**Independent Electricity
System Operator**

Toronto, Ontario M5H 1T1

E-mail: customer.relations@ieso.ca

ieso.ca

[@IESO_Tweets](https://twitter.com/IESO_Tweets)

facebook.com/OntarioIESO

linkedin.com/company/IESO