# Smart Metering Entity (SME) MDM/R Report

4th Quarter 2025
October to December
Issue 50.0 - January 30, 2026

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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 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
- 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 5.38 million smart meters[1], 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**

**5,382,407 Smart Meters**

In the fourth quarter of 2025, the MDM/R was operationally stable and met or exceeded service levels for 99.84% of Meter Reads, 100% of Billing Quantity requests, and 100% of Master Data updates.

## LDC Performance

The SME produces monthly performance metric reports, daily operational summaries, and a customized LDC Action Items list for each LDC through the MDM/R Service Desk tool. Over the past year, the SME Operations team has reduced synchronization exceptions from 3% to 2%, significantly improving data quality. Since the last published report, issues affecting billing success peaked in November but are now trending downward, which is expected to further enhance billing performance. The SME will continue collaborating with LDCs and their agents to drive ongoing improvements in 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.

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[1] *This number has been corrected as a result of bi-directional meters where each channel was mistakenly counted as a single meter.*

## 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]

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-2025 | Nov-2025 | Dec-2025 | 4th Quarter |
|---|---|---|---|---|---|
| Automatic Meter Read Processing | Intervals Loaded | 5,085,499,375 | 5,081,853,732 | 5,380,756,594 | 15,548,109,701 |
| | Intervals Loaded on Time | 5,085,477,526 | 5,056,685,592 | 5,380,616,821 | 15,522,779,939 |
| | % Intervals Loaded on Time | 100.00% | 99.50% | 100.00% | 99.84% |
| | Number of incidents resulting in accumulated delay >240 minutes[2] | 0 | 0 | 0 | 0 |
| Automatic Billing Quantity Processing | BQ Requests | 6,080,264 | 9,633,582 | 6,018,272 | 21,732,118 |
| | BQ Requests Fulfilled on Time | 6,080,264 | 9,633,582 | 6,018,272 | 21,732,118 |
| | % 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 | 7,439,987 | 5,893,583 | 5,353,510 | 18,687,080 |
| | Data Elements Loaded on Time | 7,439,987 | 5,893,583 | 5,353,510 | 18,687,080 |
| | % 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% | 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% | 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 | | Oct-2025 | Nov-2025 | Dec-2025 | 4th Quarter |
|---|---|---|---|---|---|
| Meter Read Retrieval Web Services | Response Time | 99.50% | 99.61% | 99.53% | 99.55% |
| | 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 |

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

# 3. 4<sup>th</sup> Quarter key SME Activities

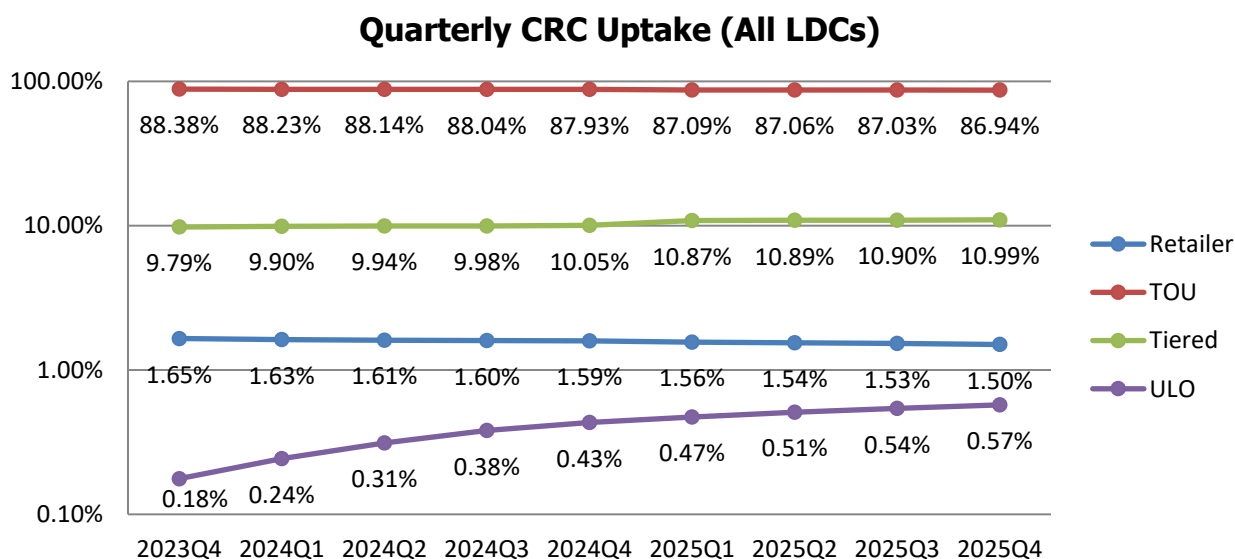## SME Steering Committee (SSC)

The SSC met virtually on November 19, 2025 to discuss the following topics:

- LDC Mergers and CIS Replacements/Upgrades
- 2025 CSAE 3416 Audit and Changes to the 2026 Audit Window
- 2026 Work Planning
- SME Projects & Initiatives
- OEB and Ministry Items
- LDC Event Planned for Spring 2026
- AMI 2.0 Procurement and Deployment Updates
- 2026 SSC Meetings – Membership, Meetings and Locations
- Presentation Opportunities

The next SSC meeting, scheduled as a virtual meeting, is on February 11, 2026.

## 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 0.57%, while uptake of Tiered customers increased by 0.09% to 10.99%.

**Quarterly CRC Uptake (All LDCs)**



TOU: 88.38%, 88.23%, 88.14%, 88.04%, 87.93%, 87.09%, 87.06%, 87.03%, 86.94%

Tiered: 9.79%, 9.90%, 9.94%, 9.98%, 10.05%, 10.87%, 10.89%, 10.90%, 10.99%

Retailer: 1.65%, 1.63%, 1.61%, 1.60%, 1.59%, 1.56%, 1.54%, 1.53%, 1.50%

ULO: 0.18%, 0.24%, 0.31%, 0.38%, 0.43%, 0.47%, 0.51%, 0.54%, 0.57%

X-axis: 2023Q4, 2024Q1, 2024Q2, 2024Q3, 2024Q4, 2025Q1, 2025Q2, 2025Q3, 2025Q4

[1]Numbers reported exclude net metered customers

[2]Values 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 MDM/R over the reporting period, the percentage share of the Commodity Rate Class (CRC) is relative to number of net meters synced into the MDM/R at the time of reporting. These numbers are expected to fluctuate as more net metered customers get synced to the MDM/R. This quarter saw an increase in ULO net metered customers by 0.27% to 6.38%, while uptake by Tiered net metered customers decreased by 1.41% to 48.60%.

**Quarterly Uptake - Net Metered Customers**
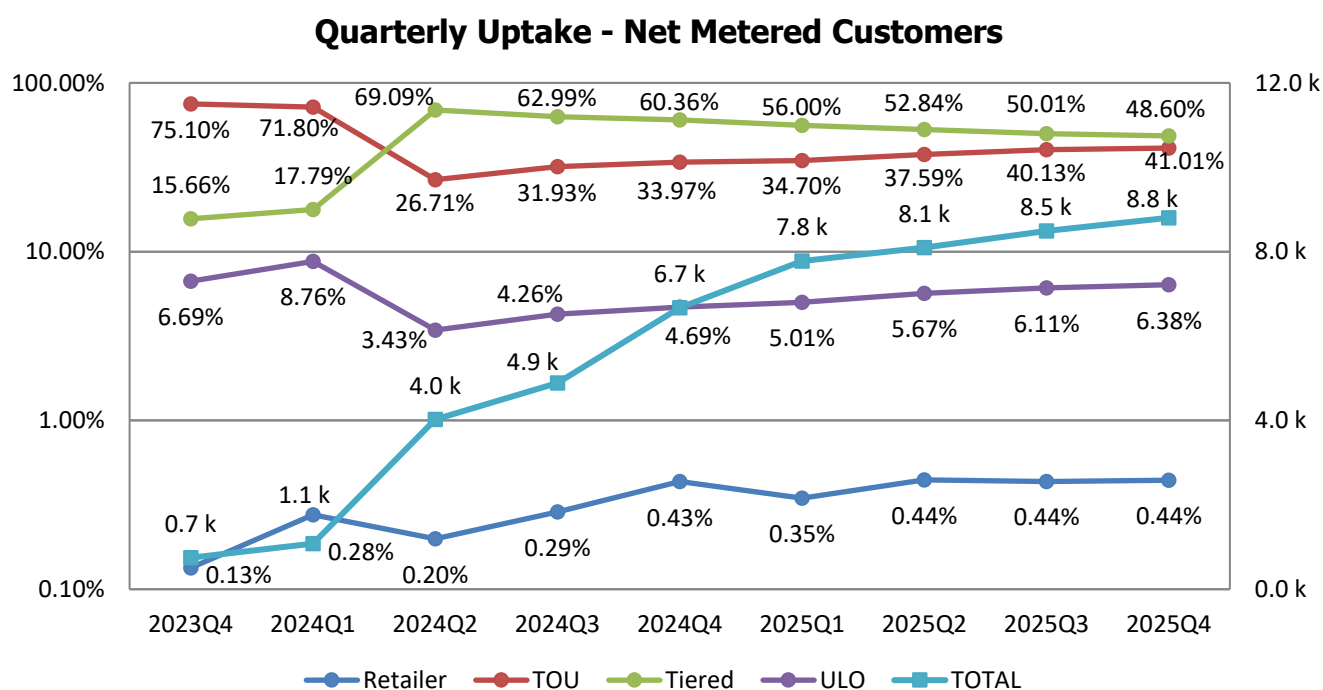


¹Reported numbers may include microFIT customers synced to the MDM/R by some LDCs.
²Values may change based on historical updates by LDCs.
³Some meters synced with the MDM/R have no CRC label.

# SME Operational Updates

## LDC Mergers & CIS Replacements/Upgrades

The SME continues to support Enova Power and Alectra Utilities Corp. on their mergers which have been pushed to later Q1 2026 and the end of Q2 2026 respectively.

Elexicon's CIS replacement has been delayed, and London Hydro's CIS upgrade has been rescheduled for 2026. These delays have created a high demand on the MDM/R test environments. The SME has been working with all stakeholders to ensure test environments and resourcing are available to support LDC testing needs.

## AMI 2.0 Deployments

The SME is supporting several AMI 2.0 deployment initiatives for LDCs that are rolling out next-generation metering technologies. At the time of this report, an updated meter adapter was deployed, which integrates with and supports the latest generation of Honeywell meters.

## MDM/R Annual CSAE-3416 Audit

The 2025 CSAE-3416 Audit has completed, and the Final Audit Report is currently available for all LDCs. The SME has received an unqualified opinion ("clean audit") in the audit and there were no findings or recommendations noted in the report.

Starting in 2026, at the request of LDCs, the Annual CSAE-3416 audit will extend to cover the entire year of operations.

## SME Service Desk Upgrade

On October 20, 2025, the SME Operations Team successfully completed its annual upgrade of the SME Service Desk tool to the latest version. The upgrade was completed with minimal impact to SME operations and maintains support for 2026.  This latest upgrade enforces Multi-Factor Authentication (MFA) for all users which improves user authentication and security.

## SME Service Desk Annual Survey

On December 3, 2025, the SME published its annual SME LDC Satisfaction Survey, which closed on December 19, 2025. The SME achieved a 100% positive satisfaction response rating for the year. Nearly 94% of respondents strongly agreed that SME Service Desk Agents are professional and communicate effectively, while over 84% expressed high satisfaction with ticket resolutions, resolution times, and the SME's communication throughout the process.

The SME remains committed to enhancing the Service Desk tool and continues to explore innovative ways to improve the LDC experience when interacting with the MDM/R.

# 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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