

MSP Performance Measures Reporting

RMSC/MSP User Group Meeting

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Background

- Introduced new performance reporting effective May 2017 (issued in July) and have issued reports up to April 2018 (11 months total)
- New Measures reflect best practices to ensure timely **meter registration (metering registry)** and **management of meter data (metering database)**
- In accordance with Market Rules Ch 6, each MSP shall meet all the performance standards set forth by the IESO. Market Rules require these measures to be tracked and reported on.
- MSPs can benchmark their performance against their own 12 month trend, all MSPs results and proposed target.

Background (cont)

- The performance reporting feeds into the overall conformance monitoring program.
- Monthly report available 7th of every month to download from Records tab in ONLINE IESO.

Background (cont)

- The 13 measures can be segmented into 4 distinct categories
 - **Measures 1 to 4** focus on operational performance (i.e. how well the metering design and installation is performing)
 - **Measures 5 to 7** focus on MSPs business process and controls that relate to the metering database
 - **Measures 8 to 11** focus on MSPs business process and controls that relate to the metering registry
 - **Measures 12 and 13** are utilized to address MSP compliance (i.e. failure to meet obligations under to market rules/IESO policy, standards and procedures)

Observations

MSP PERFORMANCE MEASURES REPORT



MSP Name:

Month/Year: 4 / 2018

Performance Measure	Target	Monthly		12-Month	
		MSP	All MSPs	MSP	All MSPs
1. Successful Daily Meter Communication on First Attempt	90 %		94.85 %		94.07 %
2. Successful Daily Meter Communication	95 %		97.75 %		97.68 %
3. Communication Meter Trouble Reports (MTRs) Issued					
a) # of communication MTRs issued	0		200		2335
b) % of meter installations without communication MTRs issued	100 %		92.30 %		92.58 %
4. Validation Meter Trouble Reports (MTRs) Issued					
a) # of validation MTRs issued	0		92		1183
b) % of meter installations without validation MTRs issued	100 %		96.25 %		96.03 %
5. Meter Trouble Reports Resolved Within 2 Business Days of Issuance	95 %		90.85 %		89.83 %
6. Unresolved MTRs after Preliminary Settlement Statement (PSS)					
a) # of unresolved MTRs after PSS	0		20		179
b) # of PSS trade dates impacted by unresolved MTRs.	0		283		1598
7. Unresolved MTRs after Final Settlement Statement (FSS)					
a) # of unresolved MTRs after FSS	0		5		41
b) # of FSS trade dates impacted by unresolved MTRs	0		109		505
8. Engineering Unit Reports Approved Within 2 Business Days of Issuance	98 %		92.66 %		94.33 %
9. Site Registration Reports Approved Within 2 Business Days of Issuance	98 %		92.00 %		84.04 %
10. Site Registration Reports Approved by Final Settlement Statement	100 %		100.00 %		100.00 %
11. Timely Submission of Commissioning Reports	95 %		40.00 %		58.92 %
12. # of Metering Registry Errors	0		0		0
13. # of Non-Conformance Incidents	0		0		8

Observations

- After 11 months – we have observed that MSPs are reacting to the measures in a positive way with room for improvement in certain areas.
- The reports are providing the visibility and transparency for both the IESO and MSPs

Observations – Measures 1 to 4

Measures 1 to 4 focus on operational performance (i.e. how well the metering design and installation is performing)

Performance Measure	Target	Monthly		12-Month	
		MSP	All MSPs	MSP	All MSPs
1. Successful Daily Meter Communication on First Attempt	90 %		94.85 %		94.07 %
2. Successful Daily Meter Communication	95 %		97.75 %		97.68 %
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4. Validation Meter Trouble Reports (MTRs) Issued					
a) # of validation MTRs issued	0		92		1183
b) % of meter installations without validation MTRs issued	100 %		96.25 %		96.03 %

- **Measures 1 & 2** are above targets: highlights successful daily calling and upload to billing systems.
- **Measures 3 & 4** are below targets: shows that 4% to 8% of metering installations are causing issues. Allows MSPs to focus on problematic meters.

Observations – Measures 1 to 4 cont...

- MSPs can open Outage MTRs in advance which will avoid Communication MTRs being issued. Outage MTRs are not counted towards MSP performance metrics.
- **Market Manual 5.2 (Meter Data Processing)**
 - **1.3.4.3 Metering Outages**
 - All metering service providers should inform the IESO of a scheduled or emergency facility or meter outage that will affect metering data by initiating a Metering Outage MTR through the Online IESO...
 - **Appendix D:**
 - The Metering Outage MTR will be used by MSPs and IESO staff to resolve outstanding MTRs and prevent unnecessary communication and validation MTRs to be issued during the outage
 - MSPs should create this Metering Outage MTR before the start day of a scheduled metering outage
 - Changes to scheduled outage start and end dates can be made at any time through a Meter Outage Schedule Update task

Observations – Measures 5 to 7

- **Measures 5 to 7** focus on MSPs business process and controls that relate to the *metering database*

5. Meter Trouble Reports Resolved Within 2 Business Days of Issuance	95 %		90.85 %		89.83 %
6. Unresolved MTRs after Preliminary Settlement Statement (PSS)					
a) # of unresolved MTRs after PSS	0		20		179
b) # of PSS trade dates impacted by unresolved MTRs.	0		283		1598
7. Unresolved MTRs after Final Settlement Statement (FSS)					
a) # of unresolved MTRs after FSS	0		5		41
b) # of FSS trade dates impacted by unresolved MTRs	0		109		505

- **Measure 5** is trending below 95% target.
 - Market Rules require MSPs to resolve 100% of MTRs within 2 business days (Market Manual 5 – 1.3.4.1)
 - A 95% target was established during the development stages of the performance measures which provides MSPs a 5% deadband.

Observations – Measures 5 to 7 cont...

- MSPs should provide a complete response to the MTR in order for it to be considered 'ready for resolution' (i.e. indicate where load transferred to ; indicate defective meter and a plan to replace it ; specific justification and proposal for voltage/current threshold changes).
- If the resolution to the MTR is a meter replacement, the MSP needs to provide the meter replacement Request # in their response.
- MSP's are able to initiate meter replacement requests and obtain a Request # even though all required meter replacement information is not available at that time.
- MSP's should always remember to click 'Ready for Resolution' when sending the MTR back to IESO for review. Failure to do so will result in the MTR to be in the 'unresolved' state.

Observations – Measures 5 to 7 cont...

- Measures 6 and 7 are also impacted when the MTR remains open and the MSP fails to respond to the MTRs (i.e. failure to act on previous commitment to resolve the MTR ; failure to provide data files).
- The counts of ‘impacted’ trade days (PSS or FSS) provide an indication of the number of trade days where the IESO did not have any confirmation from the MSP (does not necessarily indicate that the data utilized for settlement is incorrect).

Observations – Measures 8 to 11

- **Measures 8 to 11** focus on MSPs business process and controls that relate to the *metering registry*

8. Engineering Unit Reports Approved Within 2 Business Days of Issuance	98 %		92.66 %		94.33 %
9. Site Registration Reports Approved Within 2 Business Days of Issuance	98 %		92.00 %		84.04 %
10. Site Registration Reports Approved by Final Settlement Statement	100 %		100.00 %		100.00 %
11. Timely Submission of Commissioning Reports	95 %		40.00 %		58.92 %

- **Measure 8** is trending slightly below the 98% target. IESO is considering some enhancements to EUR process which may help this metric.
- **Measure 11** is well below the target of 95%
 - Commissioning report consists of two parts: Verification Report and Test Report

Observations – Measures 8 to 11 cont...

- Verification Report covers items to be completed *before* metering installation is in service (Visual check, Test Secondary Wiring, Meter Configuration, Ratio and Polarity test).
- MSPs must submit verification report within 90 days of EUR completion (no extensions granted)
- Test Report covers items to be completed *after* metering installation is energized (IT spot check and Cross-Phase Test),
- Extensions may be granted at the discretion of the IESO. MSP must submit Test Report before deadline (90 days after EUR approval or extension deadline date).
- MSPs should follow Market Manual 3.2 – Appendix B to improve the accuracy of their submissions.

Observations – Measures 12 to 13

- **Measures 12 and 13** are utilized to address MSP compliance (i.e. failure to meet obligations under to market rules/IESO policy, standards and procedures)

12. # of Metering Registry Errors	0		0		0
13. # of Non-Conformance Incidents	0		0		8

- Performance results for measures 12 and 13 are now shown for ‘All MSPs’ (monthly and YTD)

Summary

- We encourage MSPs to review their reports monthly and identify potential opportunities to enhance their business process to meet or exceed targets.
- The IESO will continue to utilize these reports as a component of the overall conformance monitoring process.
- Any areas that warrant further attention may be addressed through a Records & Procedure Audit.
- For Further Information on MSP Performance Measures: refer to Market Manual 3 .9 Conformance Monitoring

Questions

