

# ONLINE IESO – NEW MSP PERFORMANCE MEASURE REPORT

Revenue Metering Standing Committee &  
Metering Service Providers Users Group

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May 16, 2017

# MSP PERFORMANCE MEASURES REPORT



MSP Name:

Month/Year: 3 / 2017

Performance Measure	Target	Monthly		12-Month	
		MSP	All MSPs	MSP	All MSPs
1. Successful Daily Meter Communication on First Attempt	90 %	94.62 %	92.58 %	94.62 %	92.58 %
2. Successful Daily Meter Communication	95 %	98.60 %	96.31 %	98.60 %	96.31 %
3. Communication Meter Trouble Reports (MTRs) Issued					
a) # of communication MTRs issued	0	5	5	5	5
b) % of meter installations without communication MTRs issued	100 %	94.00 %	99.86 %	97.00 %	99.93 %
4. Validation Meter Trouble Reports (MTRs) Issued					
a) # of validation MTRs issued	0	1	1	15	15
b) % of meter installations without validation MTRs issued	100 %	98.00 %	99.95 %	95.00 %	99.89 %
5. Meter Trouble Reports Resolved Within 2 Business Days of Issuance	95 %	-	-	-	-
6. Unresolved MTRs after Preliminary Settlement Statement (PSS)					
a) # of unresolved MTRs after PSS	0	4	4	4	4
b) # of PSS trade dates impacted by unresolved MTRs.	0	0	0	31	31
7. Unresolved MTRs after Final Settlement Statement (FSS)					
a) # of unresolved MTRs after FSS	0	1	1	1	1
b) # of FSS trade dates impacted by unresolved MTRs	0	0	0	28	28
8. Engineering Unit Reports Approved Within 2 Business Days of Issuance	98 %	100.00 %	100.00 %	100.00 %	100.00 %
9. Site Registration Reports Approved Within 2 Business Days of Issuance	98 %	0.00 %	37.50 %	0.00 %	37.50 %
10. Site Registration Reports Approved by Final Settlement Statement	100 %	33.33 %	86.66 %	33.33 %	86.66 %
11. Timely Submission of Commissioning Reports	95 %	0.00 %	25.00 %	12.50 %	30.00 %
12. # of Metering Registry Errors	0	5		5	
13. # of Non-Conformance Incidents	0	5		5	

# Design Features

- 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.
- New Measures reflect best practices to ensure timely meter registration and management of meter data so MMPs can take full advantage of Notice of Disagreement process and avoid costly metering issues and disputes.
- Measures are automatically calculated so no debate about individual results. Purpose of this presentation is to show how calculated, so no confusion when results shown.

## Design Features cont'd

- If VPN down on either IESO or MSP side (trade date will be excluded in calcs for all MSPs).
- MSPs can benchmark their performance against their own 12 month trend, all MSPs results and proposed target.
- Monthly report available 7<sup>th</sup> of every month to download from Records tab in ONLINE IESO.
- Previous reports are also available in Records
- All MSP Meter Trouble Report and MSP Revenue Metering staff have access to report.

## **1. Successful Daily Meter Communication on First Attempt**

**% of attempts by the IESO to initiate access to the metering data which are successful on the first attempt. *Target is  $\geq 90\%$ .***

- Encourages efficient calling and upload to billing systems for MMP morning download. Identifies collision calls, daisy chain issues, third parties calling during IESO call cycle.

## **2. Successful Daily Meter Communications**

**% of attempts by IESO to initiate access to the metering data which are successful. *Target is  $\geq 95\%$***

- Note: Performance results will exclude IESO system interruption dates where MSP meter interrogation was affected for both measures #1 and #2.

### **3. Communication Meter Trouble Reports Issued**

#### **a) Total # of communication MTRs issued per MI.**

*Continuous Improvement month over month - Target 0.*

- Comm MTRs issued due to VPN issues in #1 and #2 will also be excluded from #3 results.
- Tip: Proactively opening Facility Outage MTRs (Alt meter not calling as powered by VT) will reduce # of unnecessary Comm MTRs (as Comm MTRs suspended while Outage MTR open).

#### **b) % of Meter Installations without communication MTRs issued**

*Continuous Improvement month over month - Target 100%*

- Measure shows often that just a few installations cause all the issues - so stats will help MSPs focus on problematic meters.

## 4. Validation Meter Trouble Reports Issued

### **a) Total # of validation MTRs (power outage IO1 and registration edit G05 MTRs excluded).**

*Continuous Improvement month over month - Target 0*

- Tip: Proactive opening of EITRP MTRs will reduce unnecessary voltage/current MTRs and load profile MTRs (when a phase lost).
- Tip: Replacing meters after 2 time tolerance errors will prevent 3rd MTR from being issued.
- Tip: Ensuring all voltage/current thresholds are properly justified with realistic timelines will avoid unnecessary V/C MTRs.

### **b) % of Meter Installations without validation MTRs issued**

*Continuous Improvement month over month - Target 100%*

- Measure shows often that just a few installations cause all the issues so stats will help MSPs focus on problematic meters.

## 5. MTRs Resolved within 2 Business Days of Issuance

**% of MTRs resolved\* within 2 business days after issuance. Target  $\geq 95\%$**

- Stat measured by last MSP Ready for Resolution status – so if MSP provides incomplete resolution (no indication of where load transfer to, that IESO can verify; meter defective but no indication when it will be replaced under verifiable Request #; poor justification or specific proposal for V/C threshold change etc) then IESO has no option but to return MTR for clarification.
- In these cases the last MSP Ready for Resolution date will be used to calculate stats. Tip: Best to provide complete answer first time so MTR resolution response is not late.



## 6. Unresolved MTRs after PSS

a) # of unresolved MTRs after PSS calc date *Target = 0*

b) # of PSS trade dates impacted by unresolved MTR \*\*

. *Target = 0*

- For a) Only MTRs issued prior to 3 days before PSS calc date counted. MTR shows in month closed (to capture all affected PSS trade dates).
- For b) unresolved\*\* can include a lack of MSP response or failure to act on previous commitment to resolution (i.e MSP indicated load transferred and meters not communicating so data files needed to replace/zero out estimated load, but MSP fails to provide data files by PSS calc date of affected Trade dates).

## 7. Unresolved Meter Trouble Reports after FSS

a) # of unresolved MTRs after FSS *Target = 0*

b) # of FSS trade dates impacted by unresolved MTR \*\*

*Target = 0*

- For a) Only MTRs issued prior to 3 days before FSS calc date counted. MTR shows in month closed (to capture all affected FSS trade dates).
- For b) Unresolved\*\* can include a lack of MSP response or failure to act on previous commitment to resolution (similar to measure 6 above).
- Note: # of Trade Dates impacted will be mentioned in IESO comments as MTR progresses over period open.

## **8. Engineering Unit Reports approved Within 2 Business Days of Issuance**

**% of Engineering Unit Reports (EUR) approved within two business days after issuance. Target is  $\geq 98\%$ .**

- Note: If EUR approved or rejected within 2 days, measure successful. If no EURs issued, then dash shown in results.

## **9. Site Registration Reports Approved Within 2 Business Days**

**% of Site Registration Reports (SRR) returned within two business days after issuance. Target is  $\geq 98\%$ .**

- Note: If no SRRs issued, then dash shown in results.

## **10. Site Registration Reports Approved by Final Settlement Statement**

**% of SRRs approved by FSS calculation date of SRR effective date. *Target is 100%*.**

## **11. Timely Submission of Commissioning Reports**

**% of Commissioning Reports submitted by due date or extension date, as applicable, and accepted by IESO on 1<sup>st</sup> submission. *Target is  $\geq 95\%$* .**

- **Note: On time for Verification Report (i.e. metering config file, secondary wire checks, ratio and polarity test) is 90 days. On Time for Test Report (i.e. cross phase and IT spot check) could mean within 90 days or extended due date if granted. Accepted on 1st submission shows quality of report (i.e must have been correct and complete as IESO did not have to reject).**

## 12. # of Metering Registry Errors

**# of metering registry errors that impact settlement data *Target is zero.***

- **Note: Metering Registry Errors impacting settlement data will be defined in Market Manuals (e.g. errors in TT, SLD, MEC, SSLA coefficient, CT/VT ratio, meter multiplier, primary vs secondary side meter location, 3 vs 4 wire).**
- **Basically found during audits where metering registry does not match meter installation. Submission errors during Registration Process are NOT included.**

## 13. # of Non-Compliance Incidents

**# of non-conformance incidents resulting from a failure of a MSP related obligation under the Market Rules, IESO Policy, Standards & Procedures. *Target is zero***

- **Note: Only significant incidents related to MSP obligations to maintain Meter Registry and Meter database are included.**
  
- **For Further Information on MSP Performance Measures: refer to Market Manual 3 .9 Conformance Monitoring pending changes on IESO website under June 7, 2017 Baseline 37.1**