

# Metering Service Provider Records and Procedures Audit

Revenue Metering Standing Committee &  
Metering Service Providers Users Group

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# Overview

- IESO may conduct audits of Metering Service Provider's records, procedures, and activities for a variety of purposes.
- Audits are conducted in accordance with all applicable forms, market manuals, policies, guidelines, standards and procedures, established by the IESO

# Metering Service Provider Agreement

- Section 4.8: Audits

The *IESO* shall have the right to audit, from time to time during normal business hours and upon reasonable notice, the records and procedures of the MSP in order to verify compliance by the MSP with the obligations imposed on *metering service providers* under the *market rules* and with the MSP's obligations under this *Agreement*.

# Metering Service Provider Agreement

- Section 3.1: Compliance with Market Rules

The MSP hereby agrees to be bound by and to comply with all of the provisions of the *market rules* so far as they are applicable to *metering service providers* in the same manner as if such provisions formed part of this *Agreement*.

# Chapter 6: Wholesale Metering

- Section 5.3: Revocation of Registration of Metering Service Providers

The *IESO* may revoke the registration of a *metering service provider* where the *metering service provider*:

1. Has been found in persistent breach of the *market rules*,
2. Fails to meet the performance standards on a consistent basis,
3. Has been found in breach of a material provision of the MSP agreement, or
4. Ceases to satisfy any material qualification for the registration as an MSP or any material requirement imposed as a condition of registration.

# The Audit

- Objective of an audit is to determine and review with the MSP the cause or causes of non-compliance with the provisions of the MSP agreement or with the *market rules*.
- Fact finding interview process.
- MSP may be requested to address/resolve any or all work practises deficiencies, non-performance, and/or any non-conformance breaches.
- Audit is conducted by senior staff members and reviewed with senior management.

# Questions

