

# MM3.9: Conformance Monitoring

## Revenue Metering Standing Committee & Metering Service Providers Users Group

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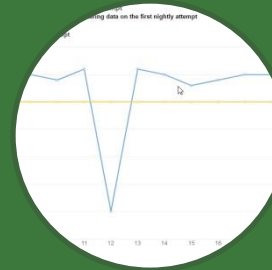
May 16, 2017

# CHANGES



## Audits

Clarification on new audit types  
(Other audits)




## Performance Monitoring

Performance Measures and  
escalation

# AUDITS

- **Other audits.** Under the Metering Service Provider Agreement (MSPA) entered with each of the *metering service providers*, the IESO also has the general right to audit, from time to time during normal business hours and upon reasonable notice, the records and procedures of *metering service providers* in order to verify compliance by the *metering service provider* with the obligations imposed on *metering service providers* under the *market rules* and with the *metering service provider's* obligations under the MSPA. Such audits may be randomly-assigned or incident-based. In connection with these audits, IESO will require *metering service providers* to provide such information as IESO considers necessary for the purposes of verifying past, present and future compliance with the *metering service provider* obligations described above.

# PERFORMANCE MEASURES

Measure 	Target	MSP Monthly Results	All MSPs Monthly Results	MSP 12-month Results	All MSPs 12-month Results
1. Successful Daily Meter Communication on First Attempt	90 %	96.09 %	93.36 %	96.09 %	93.36 %
2. Successful Daily Meter Communication	95 %	96.81 %	97.15 %	96.81 %	97.15 %
3. Communication Meter Trouble Reports Issued					
- # of communication MTRs issued	0		4		4
% of meter installations without communication MTRs issued	100 %	100.00 %	99.87 %	100.00 %	99.87 %
4. Validation Meter Trouble Reports Issued					
- # of validation MTRs issued	0	0	7	0	7
- % of meter installations without validation MTRs issued	100 %	100.00 %	99.82 %	100.00 %	99.82 %
5. Meter Trouble Reports Resolved Within 2 Business Days of Issuance	95 %	-	54.54 %	-	54.54 %
6. Unresolved MTRs by Preliminary Settlement Statement					
- # of unresolved MTRs after PSS	0	0	6	0	6
- # of PSS trade dates impacted by unresolved MTRs	0	0	870	0	870
7. Unresolved MTRs by Final Settlement Statement					
- # of unresolved MTRs after FSS	0	0	6	0	6
- # of FSS trade dates impacted by unresolved MTRs	0	0	880	0	880
8. Engineering Unit Reports Approved Within 2 Business Days of Issuance	98 %	-	60.00 %	-	60.00 %
9. Site Registration Reports Approved Within 2 Business Days of Issuance	98 %	-	80.00 %	-	80.00 %
10. Site Registration Reports Approved by Final Settlement Statement	100 %	-	100.00 %	-	100.00 %
11. Timely Submission of Commissioning Reports	95 %	-	33.33 %	-	33.33 %
12. # of Metering Registry Errors	0	1		1	
13. # of Non-Conformance Incidents	0	2		2	

A. Performance Standards - General

B. Performance Standards for Metering Service Providers

C. Notes on Metering Service Provider Performance Standards

## A. Performance Standards - General

- In accordance with the “Market Rules” Chapter 6, Section 5.2.3, each metering service provider shall meet all performance standards as set forth by the IESO. **This section of the manual covers the standards to which the metering service providers must comply as per the market rules.** These measures will be tracked and the results supplied to the metering service providers by the IESO as part of the on-going monitoring of MSP performance of the IESO-administered markets.

## B. Performance Standards for Metering Service Providers

- **Successful Daily Meter Communication on First Attempt:**
  - Percentage of attempts by the *IESO* to successfully access *metering data* on the first nightly attempt. Required result is greater than or equal to 90% daily, reported as follows:
    - Average daily result over 1 month; and
    - Average daily result over 12-months.
  
- **Calculation details**
  
  
- **Specific targets**

## C. Notes on Metering Service Provider Performance Standards

### ➤ Successful Daily Meter Communication on First Attempt

- The IESO's daily meter communication calling strategy includes the initial attempt and up to four subsequent retries. The daily calling window used by the IESO shall be confined to hours between 12:00 a.m. and 6:00 a.m. EST. Successful communication to the meter is deemed to be established only if the IESO's system successfully retrieves all relevant metering data and able to perform all necessary functions.
- For each *metering service provider*, the measure is the ratio of the number of *meters* successfully communicated with by the IESO, to the total number of *meters* registered by the *metering service provider*.
- Specific dates may be excluded in the event of an IESO system error preventing communication. This accounting for the calling strategy, however, is at the sole discretion of the IESO.
- The supporting data indicates the number of registered meters, any exclusion dates, the specific *meter trouble reports* and the details associated with the *meter trouble reports*

### ➤ Descriptions on data collection process

### ➤ Other calculation features

# Questions

