

# Conformance Monitoring

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

---

December 12, 2017

# Background

- During the past 18 to 24 months, we have seen a spike in
  - The number of meter registry and metering database errors;
  - The number of off-line settlement recalculations resulting from those errors;
  - The number of metering related Notice of Disagreements (NoD's);
  - The number of metering related disputes; and
  - The number of non-compliance event reports reported to MACD

# Conformance Monitoring

- Conformance monitoring is the process used by IESO to identify, address and maintain compliance specific to Chapter 6 and Appendices
- Inputs to the process include:
  - IESO/MSP daily interactions regarding registration and meter trouble reporting activities
  - MSP Monthly Performance Report
  - Meter Installation Audit Reports
  - NoD process (MMP identification of settlement issue)
  - MACD (MMP self report)

# Conformance Monitoring cont'd

- IESO relies on the day to day interactions with MSP's as the first line of defense. Identified issues are acted on immediately and offer the greatest opportunity to minimize potential impacts.
- Every month, each MSP's Performance Report is reviewed to assess their performance, identify trends and high risk concerns.
- Meter installation audit findings are also reviewed annually to identify compliance trends and potential concerns.

# Conformance Monitoring cont'd

- IESO will take action when the probability of a material risk or an alleged breach is identified.
- MSP Records and Procedures Audit will be conducted to review performance concerns or investigate an MSP alleged breach.
- MSP performance concerns and breaches will be addressed thru compliance plans.

# Final Steps of Process

- IESO meets with MACD on a quarterly basis to provide continued updates on the status of IESO's conformance monitoring program.
- MACD may also conduct a compliance investigation of the MMP.

