

**PROCEDURE**



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**Market Manual 3: Metering**  
**Part 3.1: Metering**  
**Service Provider (MSP)**  
**Registration,**  
**Revocation, and De-**  
**registration**

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**Issue 12.0**

This document provides an overview of the steps associated with registration, revocation, and de-registration of *metering service providers*.

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This *market manual* may contain a summary of a particular *market rule*. Where provided, the summary has been used because of the length of the *market rule* itself. The reader should be aware, however, that where a *market rule* is applicable, the obligation that needs to be met is as stated in the *market rules*. To the extent of any discrepancy or inconsistency between the provisions of a particular *market rule* and the summary, the provision of the *market rule* shall govern.

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## Related Documents

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Reference	Description of Change
Appendix A	MSP_TPL_0001 name change to “Application for the Registration of Metering Service Providers in the IESO-Administered Market”.
Appendix B	Equipment Provision Arrangements, time scale changed from 8 weeks for <i>instrument transformers</i> to 12 weeks.



# Market Manuals

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The *market manuals* consolidate market procedures and associated forms, standards, and policies that define certain elements relating to the operation of the *IESO-administered markets*. Market procedures provide more detailed descriptions of the requirements for various activities than are specified in the “Market Rules”. Where there is a discrepancy between the requirements in a document within a *market manual* and the “Market Rules”, the “Market Rules” must prevail. Standards and policies appended to, or referenced in, these procedures provide a supporting framework.

## Market Procedures

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The “Metering Manual” is Volume 3 of the *market manuals*, where this document forms “Part 3.1: Metering Service Provider (MSP) Registration, Revocation, and De-registration”.

A list of the other component parts of the “Metering Manual” is provided in “Part 3.0: Metering Overview”, in Section 2, “About this Manual”.

## Structure of Market Procedures

Each market procedure is composed of the following sections:

1. “**Introduction**”, which contains general information about the procedure, including an overview, a description of the purpose and scope of the procedure, and information about roles and responsibilities of the parties involved in the procedure.
2. “**Procedural Work Flow**”, which contains a graphical representation of the steps and flow of information within the procedure.
3. “**Procedural Steps**”, which contains a table that describes each step and provides other details related to each step.
4. “**Appendices**”, which may include such items as forms, standards, policies, and agreements.

## Conventions

The *market manual* standard conventions are as defined in the “Market Manual Overview” document.

– End of Section –



# 1. Introduction

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## 1.1 Purpose

This document describes the processes for the registration, revocation and de-registration of a *metering service provider* (MSP) in the *IESO-administered markets*.

This document describes the forms that must be completed, the overall timeline for the process, and the steps that must be taken to register as a *metering service provider* in the *IESO-administered markets*. In addition, the document describes the processes of revocation and de-registration of a *metering service provider* and the maintenance of current registration details.

In accordance with Chapter 6, Section 5.1 of the *market rules* no person may perform the functions of a *metering service provider* in the wholesale electricity market unless they are registered with the *IESO* as a *metering service provider*.

Any person that owns a *metering installation* for use in the new wholesale market, that was in-service prior to the *market commencement date*, must register as a *metering service provider*, or contract a registered *metering service provider* for that *metering installation* until the earliest seal expiry date of any *meter* pertaining to that *metering installation*. See Chapter 6, Section 3.2 of the *market rules*, for details.

## 1.2 Scope

This procedure is intended to provide *metering service providers* with instructions on the registration, de-registration, and revocation of *metering service providers* processes in the *IESO-administered markets*, together with details on how a *metering service provider* advises the *IESO* of organizational changes to maintain up-to-date registration details.

This document does not provide information about *IESO's* metering standards nor does it describe the assignment of a *metering service provider* to a *metering installation*. For the latter, see “Part 3.2: Meter Point Registration” (formerly, “Metering Installation Registration”) and “Part 3.8: Creating and Maintaining Delivery Point Relationships”.

## 1.3 Registration Overview

The registration process for *metering service providers* is designed to enable the *IESO* to assess whether applicants meet the qualifications for registration as a *metering service provider*, as set in Chapter 6 of the *market rules*. This assessment includes technical abilities, knowledge, experience, educational requirements and equipment, supported by documentary evidence, such that the *metering service provider* can meet all of the requirements and performance standards set out in the *market rules* and the relevant *IESO* standards and procedures.

Applicants for registration as a *metering service provider* are required to demonstrate their competencies in all of the above areas in order for registration to succeed.

### 1.3.1 Preparing for Registration

Before applying for *metering service provider* registration, it is advisable that applicants understand the *IESO* requirements for the process. To prepare for registration, the prospective *metering service provider* must:

- read and understand relevant sections of the *market rules* detailing the requirements for *metering service providers*;
- read and understand *IESO* standards that relate to data submission and metering hardware;
- certify it has training by any organization recognized by the *IESO* for this purpose - such as the Electrical & Utilities Safety Association of Ontario, the Ontario Hydro Meter School or relevant Community College programs - and knowledge of all applicable federal legislation and requirements pertaining to metering;
- provide proof that it has relevant experience based on previous work and customer profile;
- be ISO 9001 certified as a *metering service provider* or undergo a Systems and Procedures audit by the *IESO*;
- attend procedural review sessions offered by the *IESO*;
- demonstrate that an appropriate infrastructure exists to communicate with the *IESO* for metering and non-metering procedures, including the software applications the *IESO* uses;
- demonstrate an ability to service *meter* trouble calls to *IESO* standards; and
- demonstrate that *emergency* restoration plans for *metering installation* failure are in place.

See Sections 5.1, 5.2, and Appendix 6.4 of Chapter 6 of the *market rules* for complete requirements.

### 1.3.2 Applying for Registration

To apply for Registration, proceed as follows:

#### 1.3.2.1 Download and Print Registration Forms from IESO Web Site

Download the “Application Form for the Registration of Metering Service Providers in the IESO-Administered Market” (the “MSP Application”) and the “Metering Service Provider Agreement” on the *IESO* Web site at [www.ieso.ca](http://www.ieso.ca). Print both forms.

#### 1.3.2.2 Read Requirements

Read the requirements for *metering service providers* in the “Application form for the Registration of Metering Service Providers in the IESO-Administered Market (MSP Application Form)”, the MSP Application, and Chapter 6 of the *market rules*. Determine whether your organization can comply with the requirements in these documents.

A copy of the *market rules* is available on the *IESO* Web site.

### 1.3.2.3 Complete the Application Form

Complete your printed copy of the MSP Application. A duly authorized representative of your organization should then sign the “Declaration and Undertaking” in Section D of the MSP Application.

If you answered "YES" to the questions in Section C of the MSP Application, the following supporting documentation should be prepared:

#### Questions 3 to 8

Copies of training records, appropriate certificates, and an experience summary for each employee who will be performing work in relation to *metering installations*.

#### Questions 9 and 10

Evidence of the necessary equipment and materials available, and an outline of the systems and procedures in place, or proposed, to support the operation of the *metering installations* for which you expect to act as the *metering service provider*.

#### Question 11

Copies of all *licenses*, permits and other authorizations you hold that are relevant to your role as a *metering service provider*.

#### Question 12

Copies of ISO 9001 certification relevant to your role of *metering service provider*.

### 1.3.2.4 Complete and Sign the MSP Agreement

Complete and sign your printed copy of the “Metering Service Provider Agreement”.

### 1.3.2.5 Submit the Registration Package to the IESO

Mail or courier to the *IESO* the registration package, which consists of the following:

- the completed and signed MSP Application;
- all supporting documentation required by the MSP Application; and
- two copies of the duly completed and signed MSP Agreement.

Mail the registration package to:

Independent Electricity System Operator  
PO Box 4474, Station A  
Toronto, ON M5W 4E5  
Attn: Wholesale Metering Department

Courier the package to:

Independent Electricity System Operator  
655 Bay Street, Suite 410  
Toronto, ON M5G 2K4  
Attn: Wholesale Metering Department

If mailing your package, please allow five *business days* for delivery to the *IESO*. Questions regarding the registration package should be directed to [help.centre@ieso.ca](mailto:help.centre@ieso.ca) or to Market Relations at (905) 403-6900.

### 1.3.3 Status of the Registration Package

The *IESO* acknowledges receipt of your registration package and decides whether it is complete or it requires further information/clarifications.

#### 1.3.3.1 Incomplete Registration Packages

The *IESO* informs you of the required information/clarification within 10 *business days* of receiving your signed registration package or within a longer time period, as established by mutual agreement (Chapter 6, Section 5.1.4 of the *market rules*).

You must provide the requested clarification to the *IESO* within 15 *business days* or within such longer period as may be agreed to. (Chapter 6, Section 5.1.5 of the *market rules*.) The documents shall be submitted by courier or mail.

If you do not submit the required information/clarifications within 15 *business days*, or within the mutually agreed time period, the *IESO* deems you to have withdrawn from the registration process (Chapter 6, Section 5.1.5 of the *market rules*). No further action is required.

#### 1.3.3.2 Complete Registration Packages

The *IESO* acknowledges all complete registration packages by fax or e-mail within 10 *business days* of receiving them. The *IESO* reviews the complete registration package and determines whether your organization meets the qualifications for registration.

#### Requirements for Registration are met:

The *IESO* now determines if your organization is appropriately ISO 9001 certified for *metering service provider* activities, as outlined in Subsection 1.3.4. below.

#### Requirements for Registration are *not* met:

Within 20 *business days*, or within the mutually agreed time period, the *IESO* notifies you that it proposes to deny registration (Chapter 6, Section 5.1.8 of the *market rules*). The *IESO* provides the reason(s) for its decision. See Section 1.3.8 below, “Denial of Registration”.

### 1.3.4 ISO 9001 Certification or Systems and Procedures Audit

For performing the functions and responsibilities of a *metering service provider*, organizations must either be ISO 9001 certified (as set out in the *market rules* Chapter 6, Section 5.1.6) or pass the Systems and Procedures Audit conducted by the *IESO*. Many organizations are accredited under ISO 9002 as *meter* verifiers; however, in order to receive *exemption* from the Audit, the *IESO* requires the organization to be accredited under ISO 9001 as a *metering service provider*.

In their ISO 9001 certification, the applicant organization must demonstrate to the satisfaction of the *IESO* that it conforms to the systems and procedures referenced in Appendix 6.4, Section 1.1.1.8 of the *market rules*. Such a demonstration will require that an internal quality audit be conducted by the applicant as deemed necessary by the *IESO*. If your organization does not have ISO 9001 certification in the required areas, read Appendix B of this manual, “Systems and Procedures Audit”, before continuing.

### 1.3.5 Notice of Intention of Registration

Organizations that have:

- satisfied registration requirements as described in Section 1.3.3 above; and
- passed the Systems and Procedures Audit described in Appendix B, or are ISO 9001 Certified;

are notified that the *IESO* intends to register the organization as a *metering service provider*, subject to the satisfactory completion of a Procedures Review, a training course administered by the *IESO* (see Section 1.3.6 below). The *IESO* sends this notice, by fax or by mail, within 20 *business days* of one of the following occurrences:

- receipt of the original registration package; or
- receipt of the further information/clarifications; or
- successful completion of the Systems and Procedures Audit;

whichever is later, or within such longer period as may be agreed to between the *IESO* and the applicant. (Chapter 6, Section 5.1.7 of the *market rules*)

### 1.3.6 Procedures Review

In the notice mentioned in Section 1.3.5 above, the *IESO* also notifies applicants of the date, time, and place of the Procedures Review. To register staff for attending the Procedures Review, follow the instructions set out in this letter.

The applicant must select the appropriate staff to attend the Review, taking into consideration that these employees must later instruct the remaining staff in the organization about *IESO* procedures.

#### 1.3.6.1 What if your staff do not attend the Procedures Review?

The *IESO* faxes or mails you a new date for the Procedures Review. Your staff must attend this alternate review session. If your staff do not attend the alternate review session, the *IESO* advises you within 20 *business days* of its intention to deny Registration. See Section 1.3.8 below, “Denial of Registration”.

### 1.3.6.2 Content of the Procedures Review

On the scheduled date(s), the *IESO* conducts a review of *IESO* procedures with your staff, including, but not limited to:

- obligations of an *metering service provider* as set out in the *market rules* and in the policies and standards of the *IESO*;
- salient features of the *IESO* hardware standards and policies;
- registration of *metering installations* into the *IESO* registry, including end to end testing;
- performance monitoring criteria for the registration of *metering installations*;
- preparation of *meter point* documentation;
- procedure for requesting Alternative Metering Installation Standards and General Exemptions, including the preparation of these documents;
- calculating site specific loss factors where the *meter point* is not at the *defined meter point*;
- calculating measurement error correction factors;
- the provision and format for loss factors for correcting *metering data* for losses between an *embedded connection point* and the *defined meter point*;
- sealing and *security* of *metering installations*;
- review process for proposals for new installations;
- preparation of totalization tables;
- trouble call management and off-cycle *metering data* collection;
- *metering service provider* role in validating, estimating and editing of *metering data*;
- *Metering service provider* role in *metering data* disputes;
- specific requirements for the maintenance of *metering installations*;
- procedure for de-registering a *metering installation*;
- performance monitoring process;
- sanctioning process; and
- dispute resolution process.

### 1.3.7 Notice of Registration

Within five *business days* of your staff completing the Procedures Review, the *IESO* mails you a notification of your organization's registration, including a copy of the "Metering Service Provider Agreement", signed and dated by an authorized *IESO* representative (Chapter 6, Section 5.1.14 of the *market rules*). The *IESO* also posts the name of your organization on the *IESO* Web site and creates a *metering service provider* record in the PLC system (Chapter 6, Section 5.1.16.1 of the *market rules*).

Newly registered *metering service providers* will arrange access to *metering data* retained within the *IESO's metering database* for each of the *metering installations* assigned to the *metering service provider* by contacting their *metered market participant* (Chapter 6, Section 6.2.3.2 and 8.1.5 of the *market rules*).

### 1.3.8 Denial of Registration

During the Registration process, the *IESO* can deny registration at different steps and for different reasons. When the *IESO* takes this action, several options are available to you, as described below.

#### 1.3.8.1 Notice of Intention to Deny Registration

If the *IESO* intends to deny registration because your organization:

- does not meet the qualifications required for registration; or
- failed the Systems and Procedures audit,

you will be sent a “Notice of Intention to Deny Registration” within 20 *business days* (or longer if both parties have mutually agreed) of the completed registration package being received or of the Audit being conducted. (Chapter 6, Section 5.1.8 of the *market rules*) In this notice, the *IESO* states the reason(s) for its decision.

At this point, you have three options:

1. Accept the decision and withdraw from the Registration process.

No further action is required in this case. You will receive a formal notification of “Denial of Registration” stating the reasons for which the *IESO* has denied your registration.

2. Remedy the problem(s) that caused the *IESO* to indicate that registration may be denied.

If you choose to remedy the identified problem(s), you must notify the *IESO* of the actions you have taken to rectify the deficiencies within 20 *business days* of receiving the “Notice of Intention to Deny Registration”. Both parties can mutually agree to extend the 20 *business day* period. Notification must be sent by fax or by mail. (Chapter 6, Section 5.1.9 of the *market rules*)

At this point, the *IESO* reviews the actions taken and, if satisfied, proceeds with the registration process. (Chapter 6, Section 5.1.10 of the *market rules*) If not satisfied, the *IESO* issues you with a “Notice of Denial of Registration”, as set out below.

3. Write to the Wholesale Metering Department to explain why your organization’s qualifications should be acceptable to the *IESO*.

If you choose this option, you must notify the *IESO* within 20 *business days* of receiving the “Notice of Intention to Deny Registration”. Both parties can mutually agree if more than 20 *business days* are needed. Notification must be sent by fax or by mail.

At this point, the *IESO* evaluates the explanation(s) submitted and, if satisfied, proceeds with the registration process. If not satisfied, the *IESO* issues you with a “Notice of Denial of Registration”, as set out below.

### 1.3.8.2 Notice of Denial of Registration

You may receive a “Notice of Denial of Registration” because your organization:

- a. has failed to respond within 20 *business days* of the “Notice of Intention to Deny Registration”;
- b. has failed to rectify the qualification deficiency described in the “Notice of Intention to Deny Registration”; or
- c. failed to attend a rescheduled Procedures Review.

The *IESO* sends the “Notice of Denial of Registration” to you by mail or fax when case **a** occurs, and within 20 *business days* (or longer if both parties have mutually agreed) of cases **b** or **c** occurring. The *IESO* states the reason(s) for its decision in the notice (Chapter 6, Section 5.1.11.3 of the *market rules*).

At this point, if you do not agree with the decision, you have one option:

**The Dispute Resolution process.** Refer to “Market Manual 2: Market Administration, Part 2.1: Dispute Resolution”, for more information.

If you do not initiate the Dispute Resolution process, you are deemed to have accepted *IESO*’s decision.

## 1.4 Changes to Registration Details

Once you have successfully completed the registration process, any changes to your organization that affect the details previously submitted to the *IESO* must be identified to the *IESO* as soon as practical. This is particularly important if there is any material change to your organization which could impact on your ability to perform all of the functions of a *metering service provider* in accordance with the *market rules*, the “Metering Service Provider Agreement” and the policies and standards of the *IESO*.

These changes should be notified by completing the appropriate section(s) of the “Change of Metering Service Provider Registration Details” form, downloadable from the *IESO* Web page. The Declaration at the end of the form must be signed by the registered contact of your organization, or, if this is not feasible, then by the head of your organization, as submitted in the original application.

If the change affects the details submitted in the “Metering Service Provider Agreement”, (e.g. change of organization name) then a new signed agreement should accompany the completed “Change of Metering Service Provider Registration Details” form.

Where the change is significant and it is not legitimate for you to make the Declaration, then you should complete a new MSP Application and “Metering Service Provider Agreement”, and follow the Registration process.

The *IESO* will review the information submitted, resolve any queries with you and update the appropriate records. You will be notified when the registration details have been completed. If a new “Metering Service Provider Agreement” has been submitted, this will be signed by the *IESO* and a copy returned to you.

The *IESO* will update the register of *metering service providers* with the notified changes and, if appropriate, *publish* the revision on the *IESO* Web site and in the PLC system.

## 1.5 Revocation of Registration

The *IESO* may revoke your Registration on the grounds described in Chapter 6, Section 5.3.1 of the *market rules*.

### 1.5.1 IESO Sends Intention to Revoke Registration

When the *IESO* intends to revoke your registration, you will receive a letter to this effect, via mail or fax (Chapter 6, Section 5.3.2 of the *market rules*). The letter will also advise you of your right to request a show-cause hearing before the *IESO Board* and/or to submit a written representation to the *IESO* explaining why your registration should not be revoked. If a registered *metering service provider* wishes to make written submissions and/or request a show-cause hearing, it must deliver its written submissions and/or request for a show-cause hearing to the *IESO* within 10 *business days* of receiving the letter (Chapter 6, Section 5.3.2 of the *market rules*).

All *metered market participants* who have identified you as their *metering service provider* will also receive a copy of the notice.

### 1.5.2 If you do not wish to respond to the Notice of Intention to Revoke Registration

No further action is required on your part. The *IESO* faxes or mails you a notification that your registration has been revoked. All *metered market participants* who have identified you as their *metering service providers* are also notified that your registration has been revoked. (Chapter 6, Section 5.3.6 of the *market rules*)

The *IESO* deletes your organization's name from the list of *metering service providers* on the *IESO* Web site and in the PLC system and adds it to the *published* list of *metering service providers* whose registration has been revoked. (Chapter 6, Section 5.1.16.2 of the *market rules*)

### 1.5.3 If you wish to respond to the Notice of Intention to Revoke Registration

You must respond to the *IESO* within ten *business days* of the date of notification with a letter requesting a show-cause hearing before the *IESO Board* and/or with a written representation. Otherwise, the *IESO* assumes you have accepted its decision and proceeds with the revocation.

Once your notification is received, and depending on the option you chose, the *IESO* reviews the written representation and/or conducts a hearing by the *IESO Board* or a committee of the *IESO Board* established for such purpose. The *IESO* reviews the written representation and/or conducts the hearing before making a decision regarding the revocation.

**If your hearing is successful, or your written representation is accepted,** the *IESO* notifies you to this effect; the *IESO* may also specify some supplementary conditions that you are expected to fulfill to maintain your registration. The affected *metered market participants* are also notified of the retention of your *metering service provider* registration status and any conditions that this decision may be subject to.

**If your hearing and/or written representation is rejected,** you can:

- Accept the decision, in which case no further action is required.
- After receiving the official “Notice of Revocation”, initiate the formal Dispute Resolution process (see Section 1.3.8, above).
- Reapply for registration as a *metering service provider* under terms stipulated by the *IESO*.

## 1.6 De-registration of an MSP

You may apply to de-register as a *metering service provider*, that is, terminate the “Metering Service Provider Agreement” into which you have entered. To do this, you must notify the *IESO* of your intention to de-register. You are obliged to continue to provide services to the *metering installations* for which you are the registered *metering service provider* until such time that the relevant *metered market participant(s)* appoints a new *metering service provider* for these *metering installations*, but no longer than 90 days following the date of your notification (Metering Service Provider Agreement, Article 7.3 Termination by MSP).

Upon receiving the notification, the *IESO* also notifies affected *metered market participants* of the need to appoint, within 90 days, a new *metering service provider* for each *metering installation* for which the outgoing *metering service provider* was acting. The *metered market participant* must appoint a new *metering service provider* for each *metering installation* affected within the 90 day period (see “Market Manual 3: Metering, Part 3.2: Meter Point Registration and Maintenance”).

Upon receiving the notification, the *IESO* sends you a notice, confirming the cancellation of the “Metering Service Provider Agreement”. The *IESO* also updates the register of *metering service providers* by removing the name of your organization from the list of registered *metering service providers* published on the *IESO* Web site and in the PLC system.

## 1.7 Re-registration of an MSP

A *metering service provider* whose registration has ceased may apply to re-register as a *metering service provider* (Chapter 6, Section 5.3.8 of the *market rules*). In this circumstance, the *IESO* will not require the applicant to satisfy all of the requirements of the *metering service provider* registration process, if the applicant meets the following entry qualification criteria. The *IESO* will then jointly assess prior and performance qualification criteria.

## 1.7.1 Re-registration Entry Qualification Criteria

A *metering service provider* organization must meet the following entry criteria to be re-registered (Chapter 6, Section 5.3.8 of the *market rules*):

- formerly, the applicant must have been fully registered by the *IESO* as a *metering service provider*, and the applicant must satisfy the *IESO* that the same individuals are operating and directing the operations of the applicant's organization; and
- the applicant must not have had its *metering service provider* registration revoked.

If the applicant does not meet the above entry qualification criteria for re-registration, then the applicant must apply as a new *metering service provider* organization. Refer to Section 1.3 of this "Market Manual".

Upon meeting the entry qualification criteria, an assessment of the re-registration application will be based on the following prior qualification and performance qualification criteria.

## 1.7.2 Prior Qualification Criteria

As part of previously being registered as a *metering service provider*, the applicant would have undergone a Systems and Procedures Audit (or have ISO 9001 certification) and a Procedures Review. (Refer to sections 1.3.4 and 1.3.6 of this "Market Manual".)

If the applicant applies for re-registration more than two years after the applicant was originally registered, the applicant must undergo a new a Systems and Procedures Audit and a new Procedures Review (Chapter 6, Section 5.3.8 of the *market rules*). A re-registration application within two years of the applicant's original registration requires the *IESO* to perform the following prior qualification assessment to determine whether the previous Systems and Procedures Audit and a Procedures Review are sufficient or whether an updated Audit or Review must be performed:

- Systems and Procedures Audit: the *IESO* will determine whether any changes to the *market rules* or any other material changes warrant an updated audit;
- Procedures Review: the *IESO* will similarly assess whether any changes to the *market rules* or any other material changes warrant an updated Procedures Review.

Based on the foregoing assessments, the applicant may be required to undergo either or both of a Systems and Procedures Audit or Procedures Review as part of the re-registration process.

## 1.7.3 Performance Qualification Criteria

The *IESO* will review its records on the applicant's prior performance as a *metering service provider*. These records will be used to assess the following:

- the applicant's history of non-compliance, if any, with the *market rules*;
- whether the applicant's previous MSP performance records were in good standing. ("Performance Standards for Metering Service Providers", Market Manual 3: Metering, Part 3.9: Conformance Monitoring.)

The *IESO* may require the applicant to submit a compliance plan to address previous incidences of non-compliance with the *market rules* or failures to meet performance standards.

The *IESO* notifies the applicant that it must complete one or all of the following:

- undergo a Systems and Procedures Audit;
- attend a Procedures Review;
- submit a compliance plan to address previous incidences of non-compliance with the *market rules*; and/or
- submit remedial actions to meet performance standards.

The *IESO* will assess all submissions from the applicant including any compliance plans in determining whether to re-register the applicant as a *metering service provider*. Based on the foregoing assessment, the *IESO* may deny the applicant's application for re-registration (in which case the applicant may apply as a new *metering service provider*). (Chapter 6, Section 5.3.8 of the *market rules*)

The *IESO* may grant the application for re-registration with any terms and conditions the *IESO* deems appropriate.

## 1.8 Fee Reimbursements During Registration Process

The *IESO* will return to the *metering service provider* organization the portion of the application fee relating to the Systems and Procedure Audit if the *metering service provider* organization:

- proves that it has obtained ISO 9001 certification as a *metering service provider*; or
- is denied registration by the *IESO* before the Systems and Procedure Audit is conducted.

The *IESO* will return to the *metering service provider* organization the portion of the application fee relating to the Procedures Review if the *metering service provider* organization is denied registration. (Chapter 6, Section 5.1.11.4 of the *market rules*)

## 1.9 Default MSP

Under the transitional arrangements of the *market rules*, owners of *metering installations* as of the *market commencement date* shall apply for registration as a *metering service provider* and shall act as the default *metering service provider*, unless they enter an agreement with a registered *metering service provider*. Such default *metering service provider* designation remains in force until the earliest seal expiry date of any *meter* forming part of such *metering installation*. (Chapter 6, Section 3.2.1 of the *market rules*)

The default *metering service provider* shall comply with the obligations imposed on *metering service providers* by the *market rules*. The *IESO* is empowered to sanction *metering service providers* directly for breaches of the *market rules* in respect of *metering installations* for which they are the default *metering service provider*. (Chapter 6, Section 3.2.1 of the *market rules*) The power to sanction a default *metering service provider* expires once the seal expiry date passes, at which time

the *metered market participant* is free to contract with competitive, registered *metering service providers*. (Chapter 6, Section 3.2.1 of the *market rules*)

## 1.10 IESO System Access

To access the *metering database*, individuals in the *metered market participant* and *metering service provider* organizations require both digital certification (part of PKI - Public Key Infrastructure online security) and MV-WEB database Internet access.

If the *metering service provider* is also a *market participant* or *metered market participant*, a “Certificate Subscriber Agreement” has already been submitted. It must, however, be confirmed that new users in the *metering service provider* organization have PKI certification in order to access the RMS systems.

If the *metering service provider* is not a *market participant* or *metered market participant*, the *metered market participant* must initiate the process of obtaining *IESO* system access for a *metering service provider* organization to whom it has assigned for its delivery points. (Refer to “Market Manual 1: Market Entry, Maintenance & Exit, Part 1.1: Participant Authorization, Maintenance & Exit”). First, however, the MSP must be assigned to a delivery point. (Refer to “Market Manual 3: Metering, Part 3.8: Creating and Maintaining Delivery Point Relationships.) To summarize the process, the *metered market participant* must submit the following forms to the *IESO*:

1. IMO-FORM-1300 “Assigning a Metering Service Provider and a Distributor for an Energy Market Delivery Point” to inform the *IESO* of *metering service provider* and *distributor* assignments and start date;
2. IMO-FORM-1304 “Assigning a Metering Service Provider and a Transmitter for a Transmission Tariffs Delivery Point”, as required, to inform the *IESO* of *metering service provider* and *transmitter* assignments to a *transmission tariff delivery point*; and
3. IMO-FORM-1314 “IESO Workflow Access and User Identification” to initiate the process for:
  - MV-WEB database access (RMS system). The *IESO* will notify the user of the System Access User Id and EDI password by using IMO-FORM-1384: “Participant Revenue Metering System Password”;
  - PKI Access: The *metered market participant* must ensure that each user in the *metering service provider* organization has a digital certificate in order to access the MV-WEB database. A Profile ID and PKI password is created with the *IESO*; and/or
  - For each user of the Meter Trouble Report (MTR) system identified in Form 1314, another UserID and Password will be created and sent to the user for this system. PKI Access is not required for access to the MTR system.

## 1.11 IT Applications that Support this Procedure

### 1.11.1 PLC

The Participant Life Cycle (PLC) system supports *facility* Registration and Maintenance. The PLC database maintains lists and profiles of valid *market participants*, *metered market participants*, *metering service providers*, *transmitters*, *distributors* and *delivery points*. Relationships between these entities and user permissions are also maintained in the PLC.

### 1.11.2 MV-WEB Access to the Metering Database

MV-WEB is the tool through which various users can have online access to *metering data* as processed by MV-STAR and create customized reports. The *metering data* that can be viewed/downloaded is available up to the last *dispatch day*. Access to metering information is area-restricted based on a user's permissions/privileges that are defined and maintained in the Participant Life Cycle application, as described in Section 1.11.1, above.

MV-WEB access using a web browser (http) to the *metering database* is suitable for small files and is therefore appropriate for *market participants* and *metering service providers* with few *metering installations*.

There is an FTP software access to the *metering database* that has been designed for participants with large numbers of *metering installations*, to upload requests and retrieve *metering data*. This is meant for users with large numbers of *delivery* and *meter points*. The FTP access can be automated to provide batch type access to the *metering data*. This means that *market participants* and *metering service providers* can submit requests for *metering data* overnight so that it is available in their offices the following morning.

For participants who wish to avoid possible delays on the public Internet, there is a Frame Relay hardware option, which participants will be expected to purchase and support on an ongoing basis. Frame Relay is a private network (WAN extension) which can connect *market participants* and *metering service providers* to the *IESO* network.

VPN software is required for participants who use Virtual Private Network (VPN) connectivity for FTP. Participants who use the Frame Relay connection do NOT require VPN. *Market participants* and *metering service providers* who elect to use VPN will be provided with a VPN token diskette by the *IESO* at the appropriate time. (Refer to public guide "RMS FTP: FTP Recommendations for Meter Data Retrieval".)

## 1.12 Roles and Responsibilities

The roles and responsibilities for the *IESO* and *metering service providers* are summarized as follows:

The *IESO* is responsible for:

- processing requests for *metering service provider* Registration;
- validating supporting documents in the Registration Package;
- validating the *metering service provider's* existing and/or proposed systems and procedures, unless the applicant already has ISO 9001 certification as a *metering service provider* as defined in the *market rules*;
- scheduling *IESO* Procedure Reviews for *metering service providers*;
- granting or denying registration of an *metering service provider*;
- negotiating time extensions to those specified by the *market rules*;
- requesting missing or additional information;
- maintaining, for the time required by the *market rules*, a complete and up-to-date audit trail of all requests and documents;
- notifying *metering service providers* and other relevant parties of specified stages of processing;
- revoking and de-registering *metering service providers* as per the provisions of the *market rules* and the “Metering Service Provider Agreement”;
- reimbursing portions of the application fees where applicable; (Chapter 6, Section 5.1.11.4 of the *market rules*) and
- establishing, maintaining, and publishing lists of *metering service providers* and their registration status on the *IESO* Web site and in the PLC tool. (Chapter 6, Section 5.1.16 of the *market rules*)

*Metering service providers* are responsible for:

- submitting appropriately signed and dated applications and agreements, together with supporting documentation, for *metering service provider* Registration;
- submitting missing information and clarifications as required by the *IESO*;
- adhering to the processing time constraints specified in the *market rules*;
- submitting requests for obtaining time extensions;
- correcting deficiencies identified by the *IESO* during the registration procedure;
- providing information and documentation for the Systems and Procedures Audit, if not ISO 9001 certified as a *metering service provider*;
- promptly notifying the *IESO* of any changes of registration details, particularly changes to the organization that might affect the *metering service provider's* qualifications; and

- sending appropriate staff to attend the *IESO* procedure review sessions.

The *metered market participant* is responsible for:

- assigning a *metering service provider* and a *distributor* to an *energy market delivery point*;
- assigning a *metering service provider* and a *transmitter* to a *transmission tariff delivery point*, if applicable; and
- ensuring the assigned *metering service provider* organization has *IESO* systems access.

– **End of Section** –

## 2. Procedural Work Flow

The diagrams in this section represent the flow of work and information related to the *metering service provider* registration procedure between the *IESO*, the primary external participant involved in the procedure, and any other parties.

The steps illustrated in the diagrams are described in detail in Section 3.

**Table 2–1: Legend for Procedural Work Flow Diagrams**

<b>Legend</b>	<b>Description</b>
Oval	An event that triggers task or that completes task. Trigger events and completion events are numbered sequentially within procedure (01 to 99)
Task Box	Shows reference number, party responsible for performing task (if “other party”), and task name or brief summary of task. Reference number (e.g., 1A.02) indicates procedure number within current <i>market manual</i> (1), sub-procedure identifier (if applicable) (A), and task number (02)
Solid horizontal line	Shows information flow between the <i>IESO</i> and external parties
Solid vertical line	Shows linkage between tasks
Broken line	Links trigger events and completion events to preceding or succeeding task

## 2.1 MSP Registration

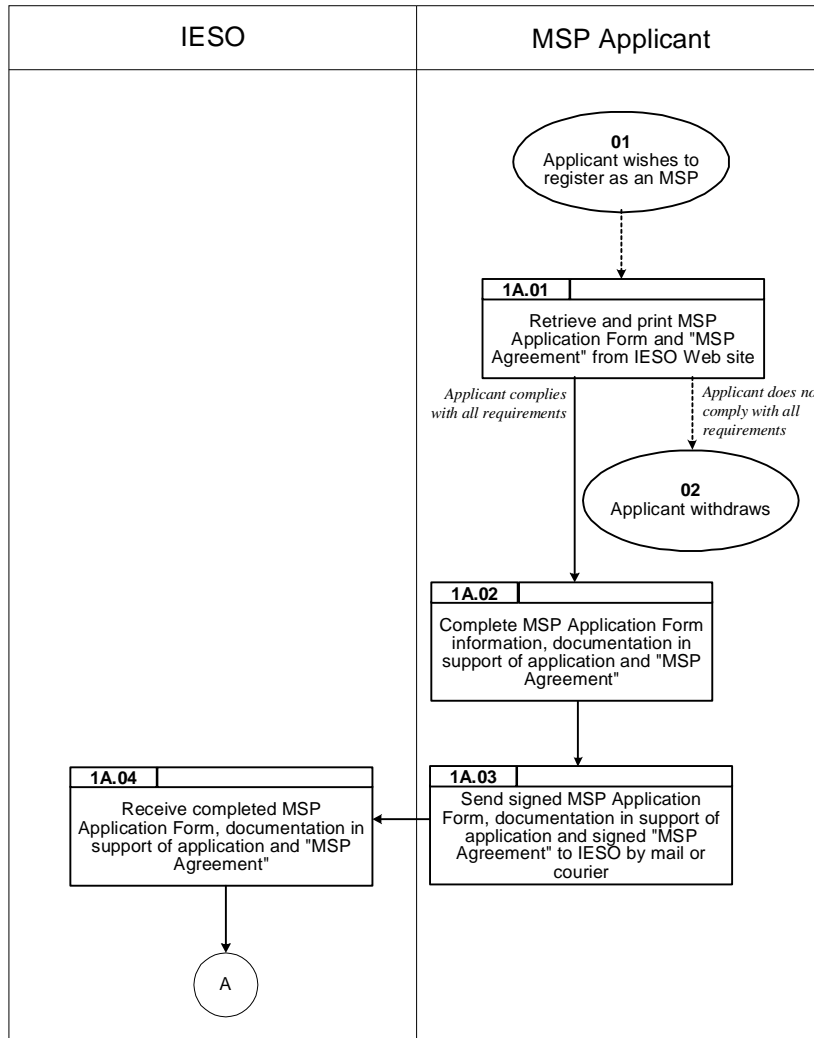


Figure 2–1: Work flow for MSP Registration

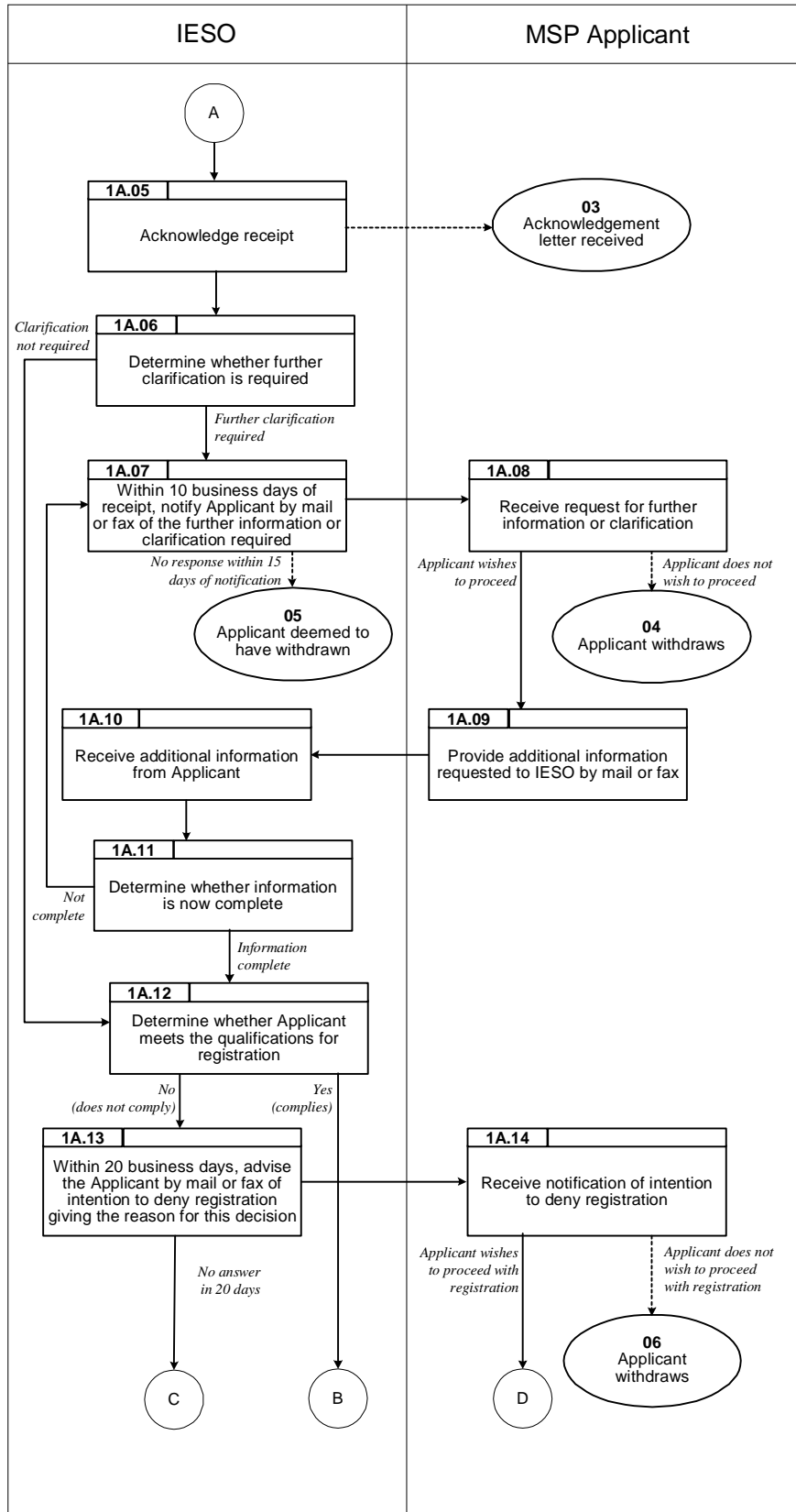


Figure 2–1: Work flow for MSP Registration (continued)

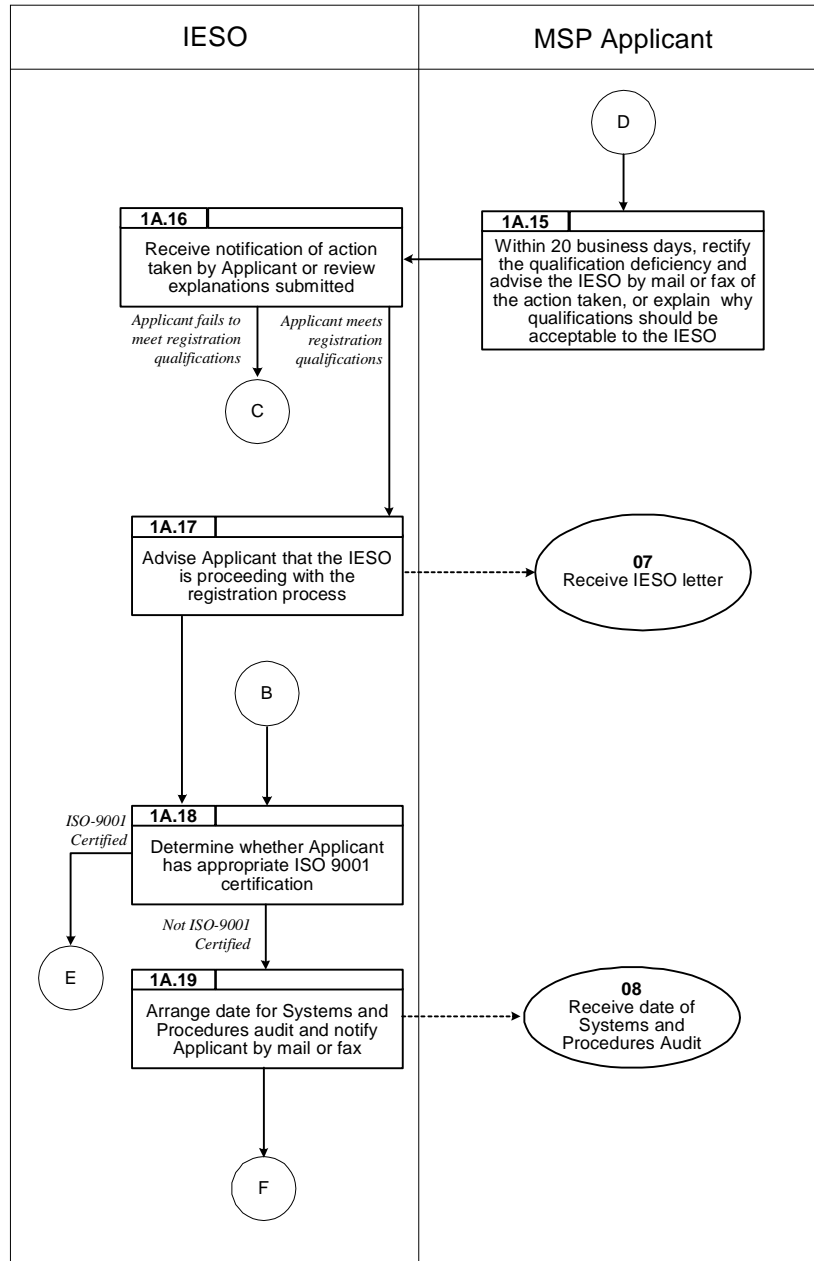


Figure 2–1: Work flow for MSP Registration (continued)

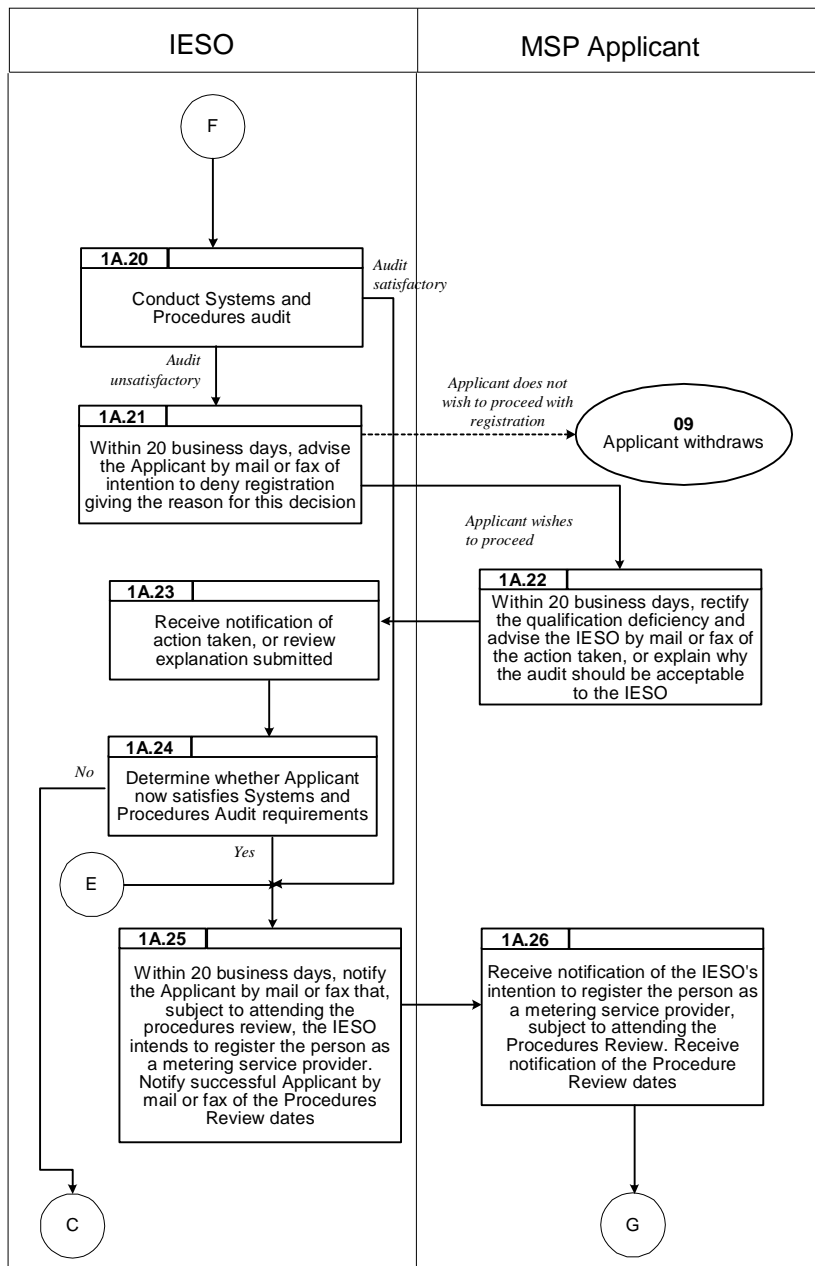


Figure 2–1: Work flow for MSP Registration (continued)

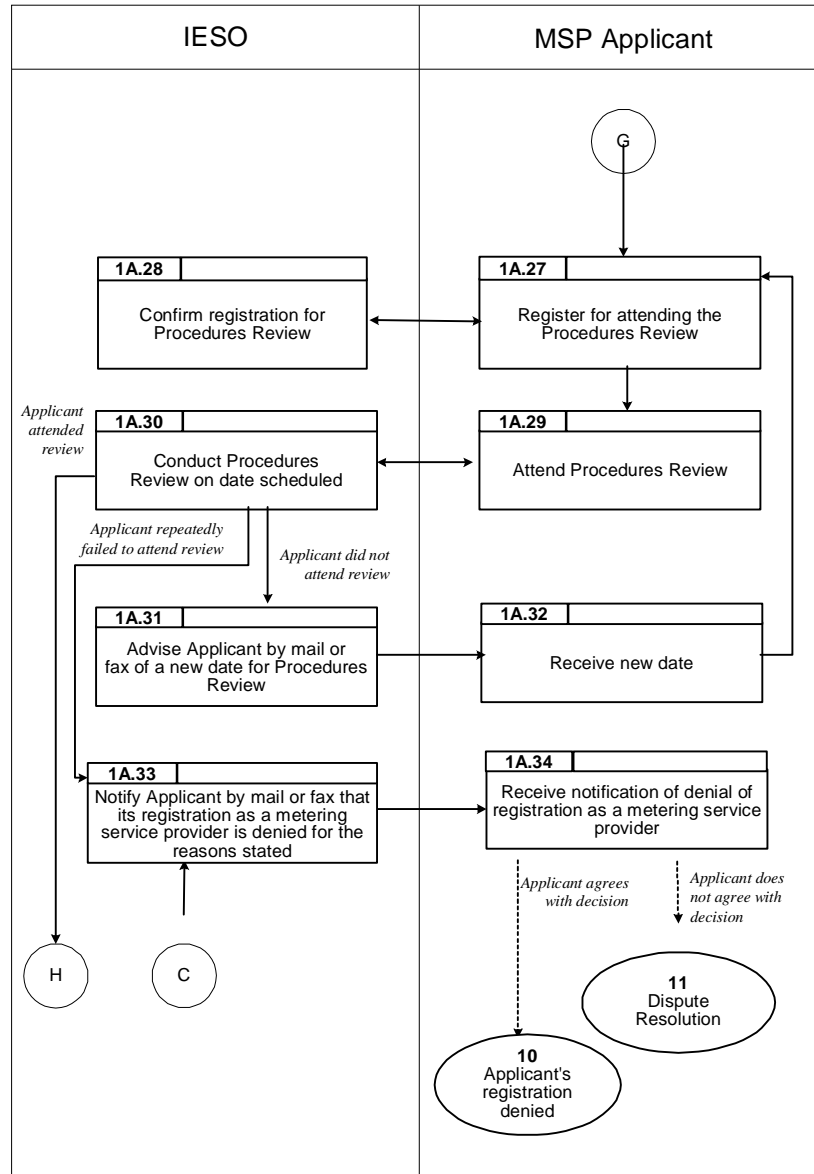
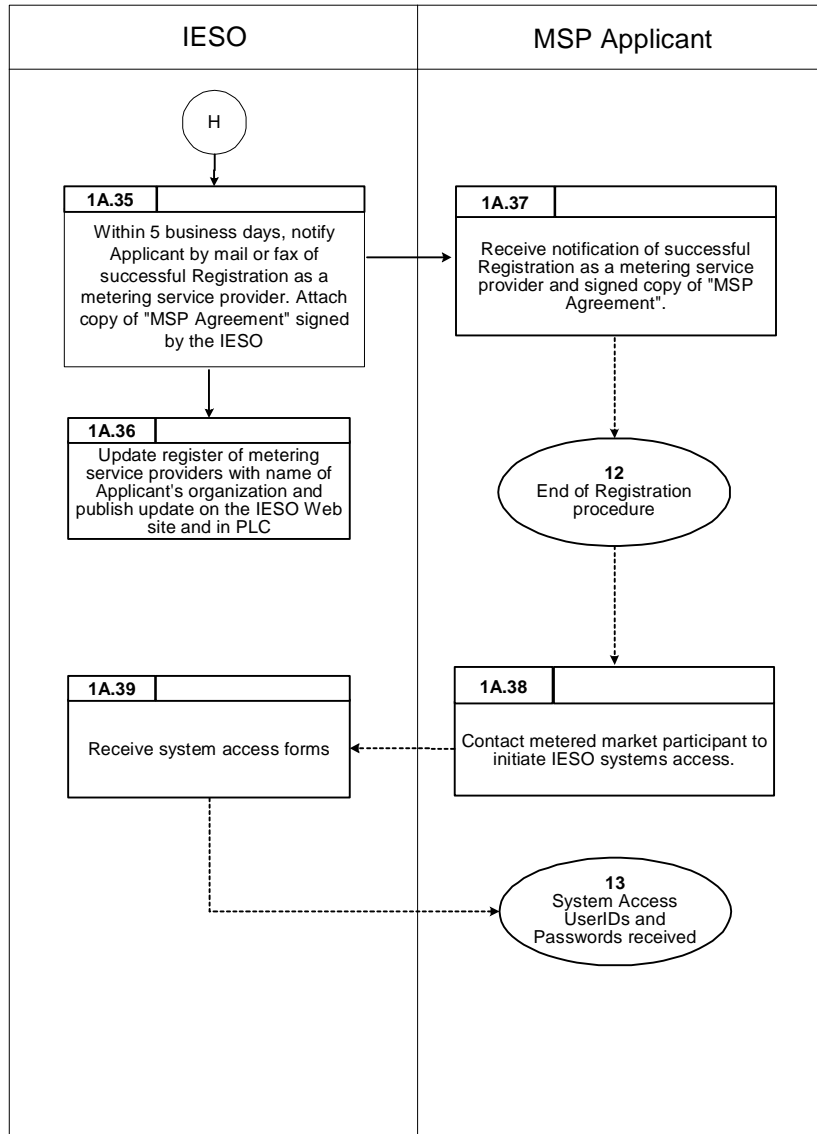


Figure 2–1: Work flow for MSP Registration (continued)



**Figure 2–1: Work flow for MSP Registration (continued)**

## 2.2 Changes to Registration Details

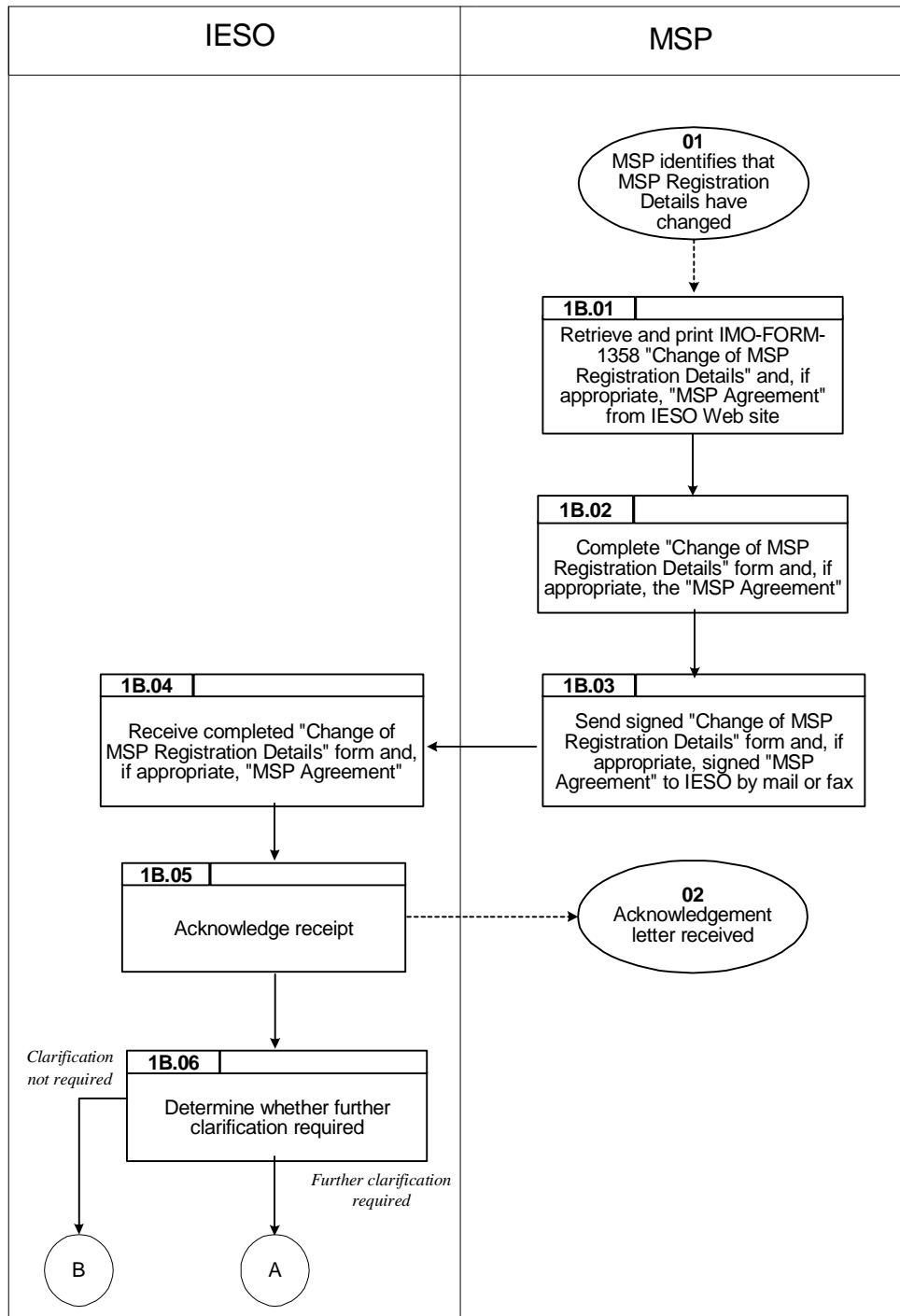


Figure 2–2: Work flow for Changes to MSP Registration

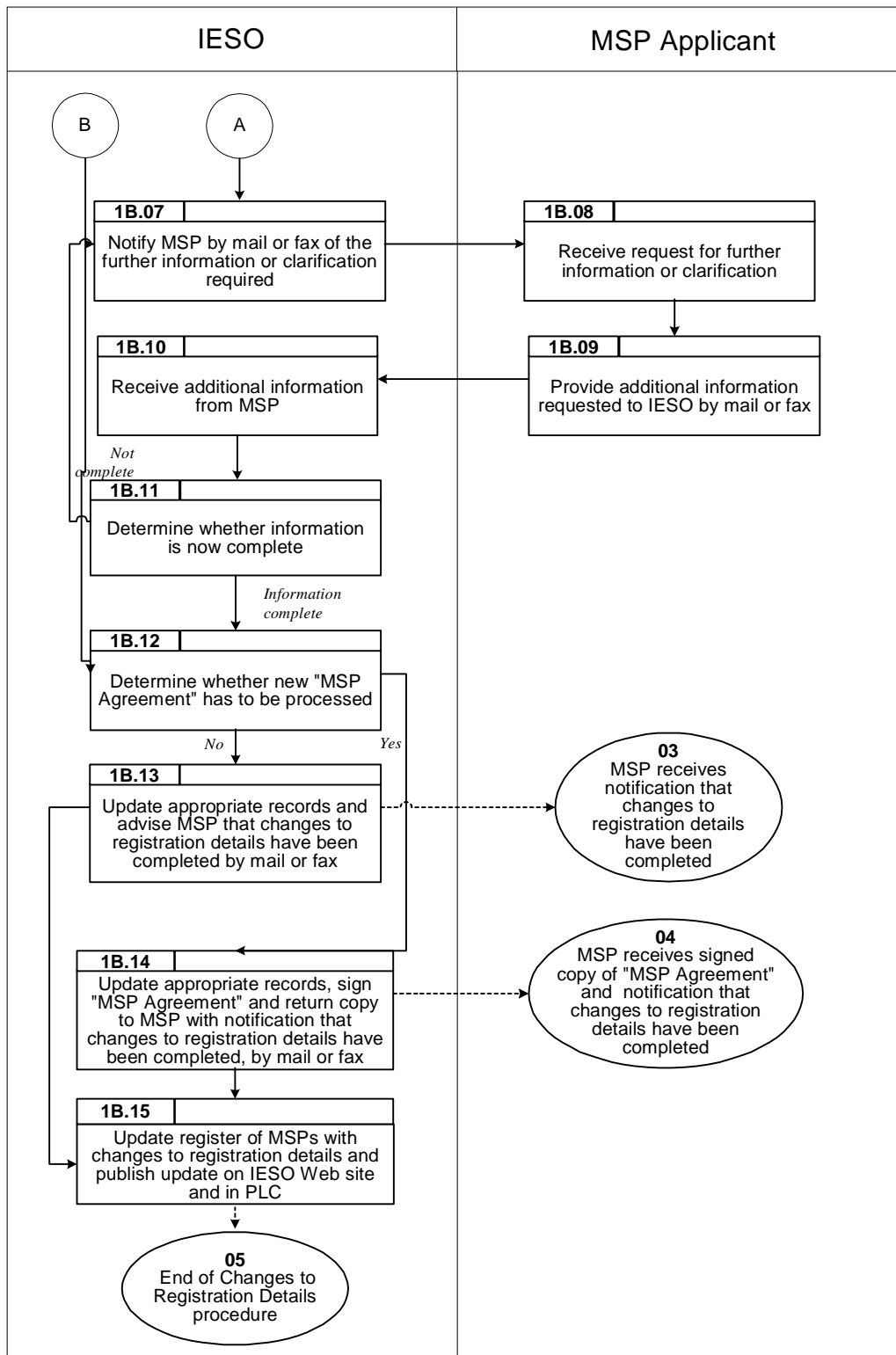
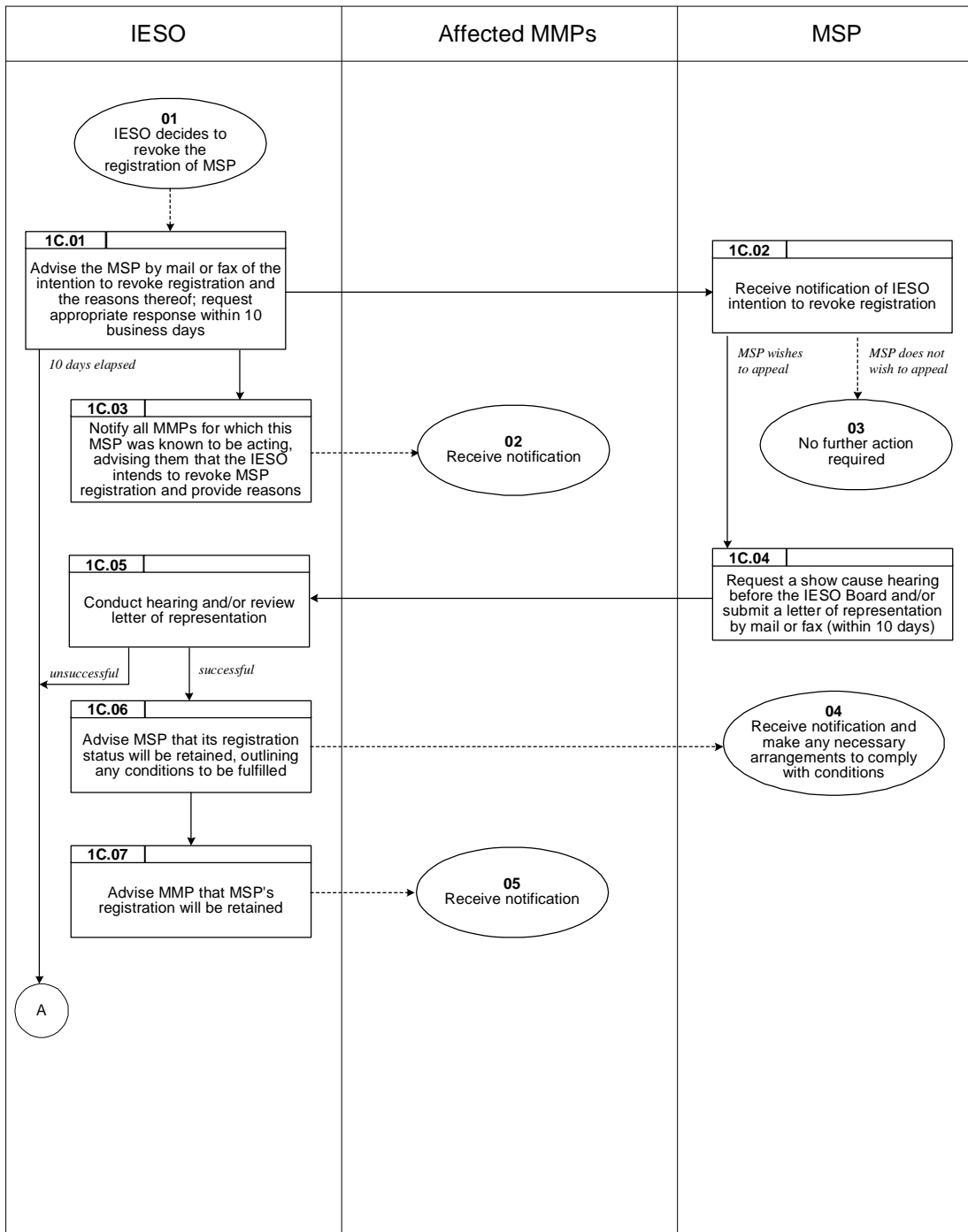
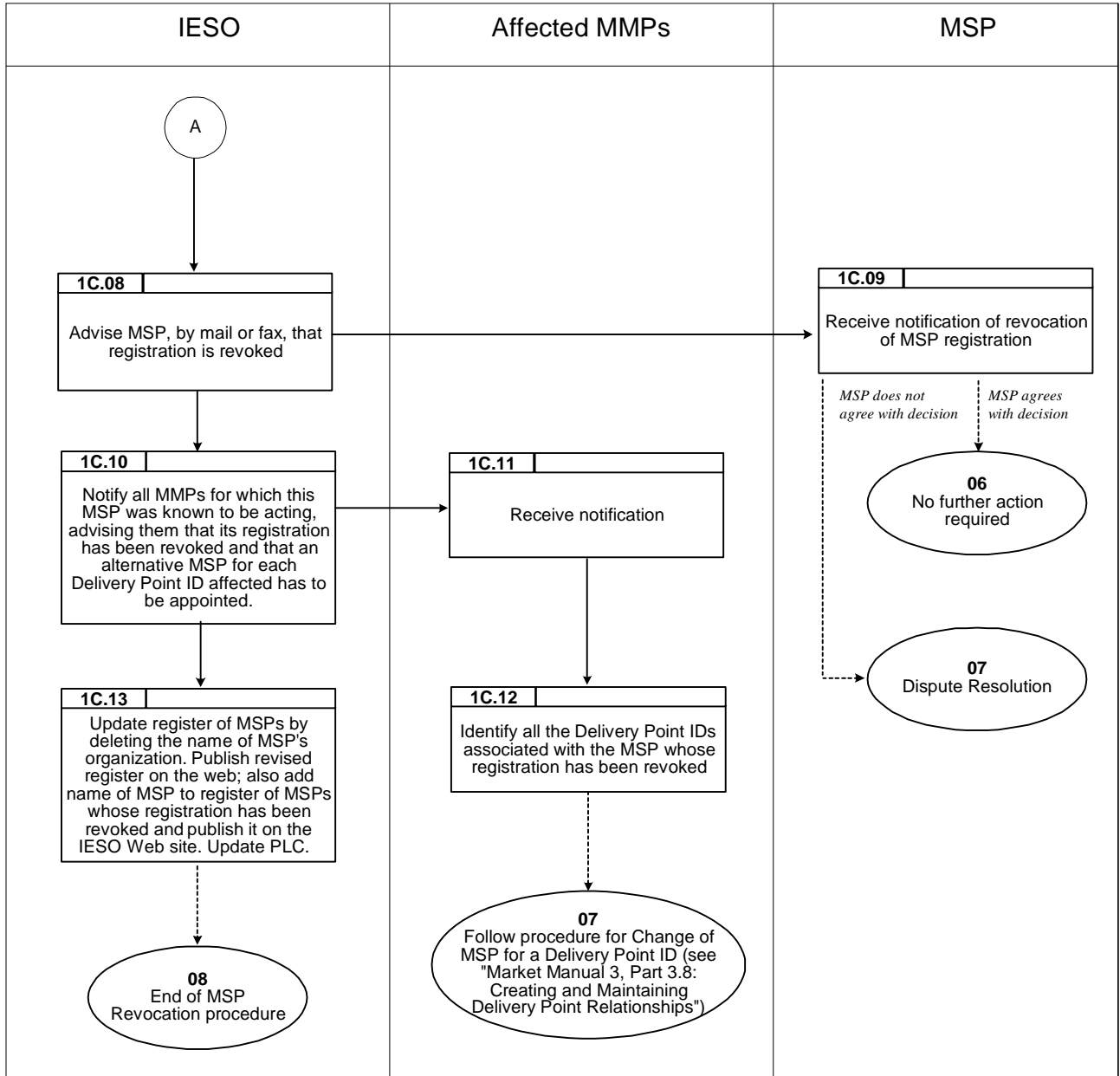


Figure 2–2: Work flow for Changes to MSP Registration (continued)

### 2.3 Revocation of MSP Registration



**Figure 2-3: Work flow for Revocation of MSP Registration**



**Figure 2-3: Work flow for Revocation of MSP Registration (continued)**

## 2.4 De-registration of an MSP

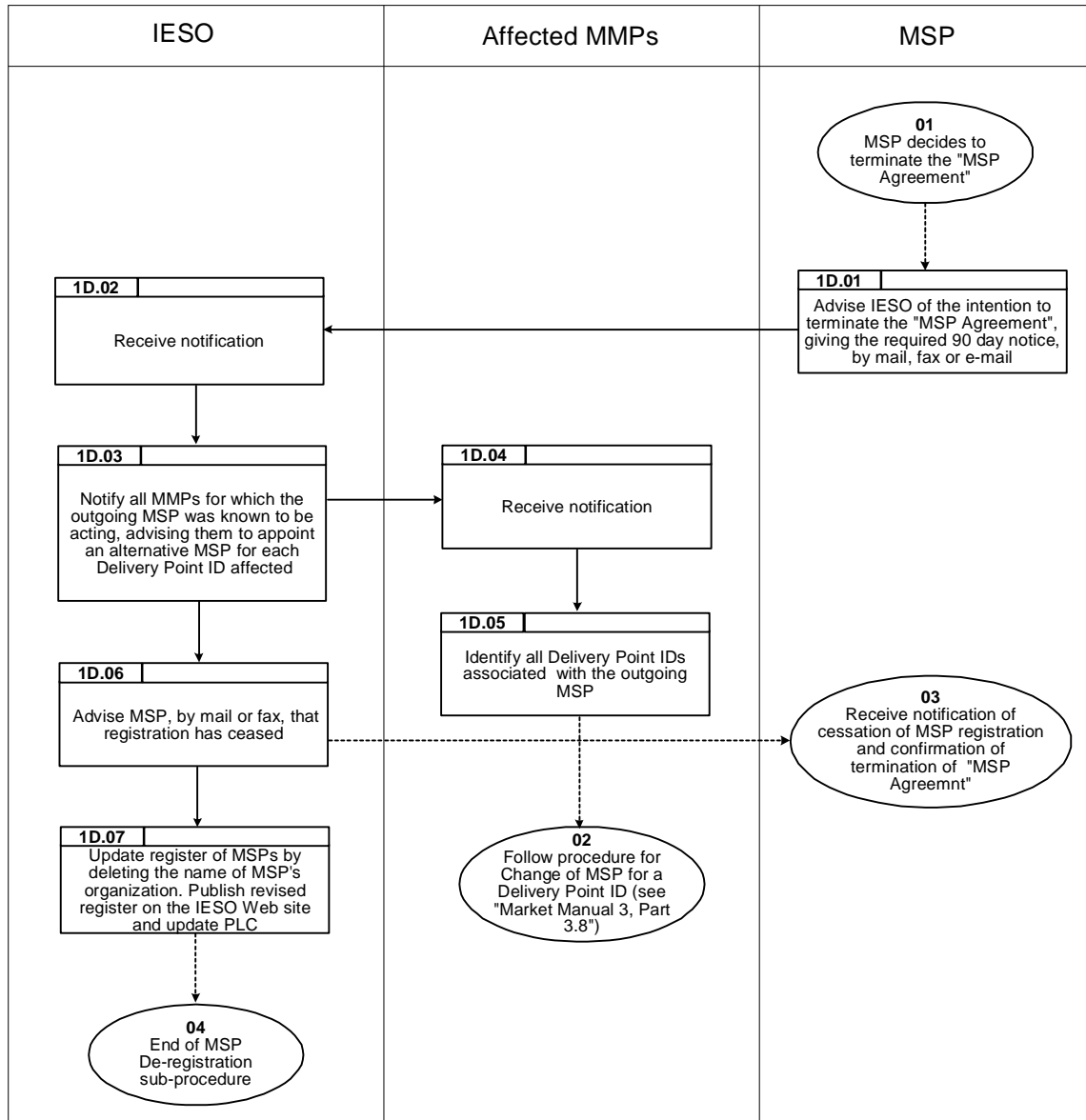
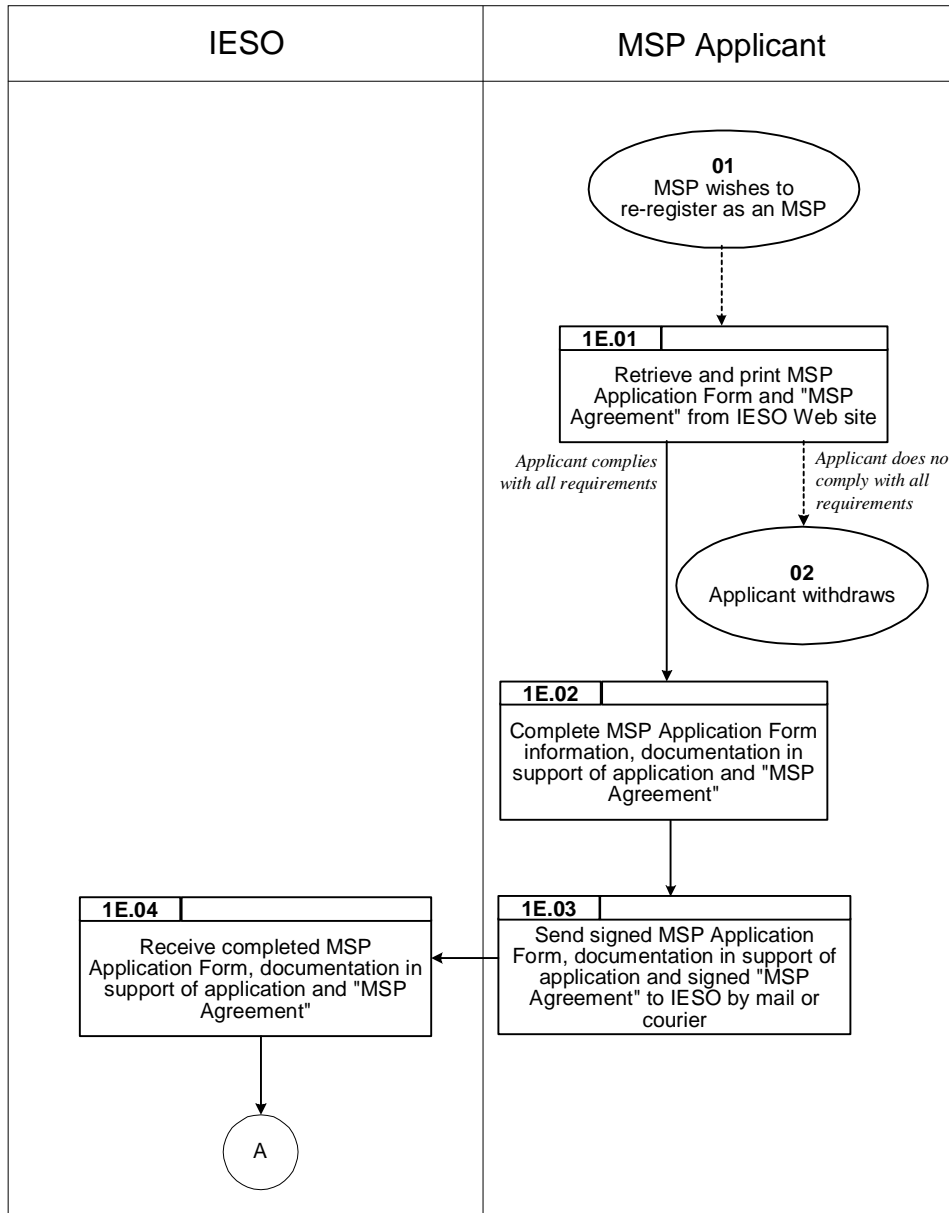


Figure 2-4: Work flow for De-registration of an MSP

## 2.5 Re-registration of an MSP



**Figure 2–5: Work flow for Re-registration of an MSP**

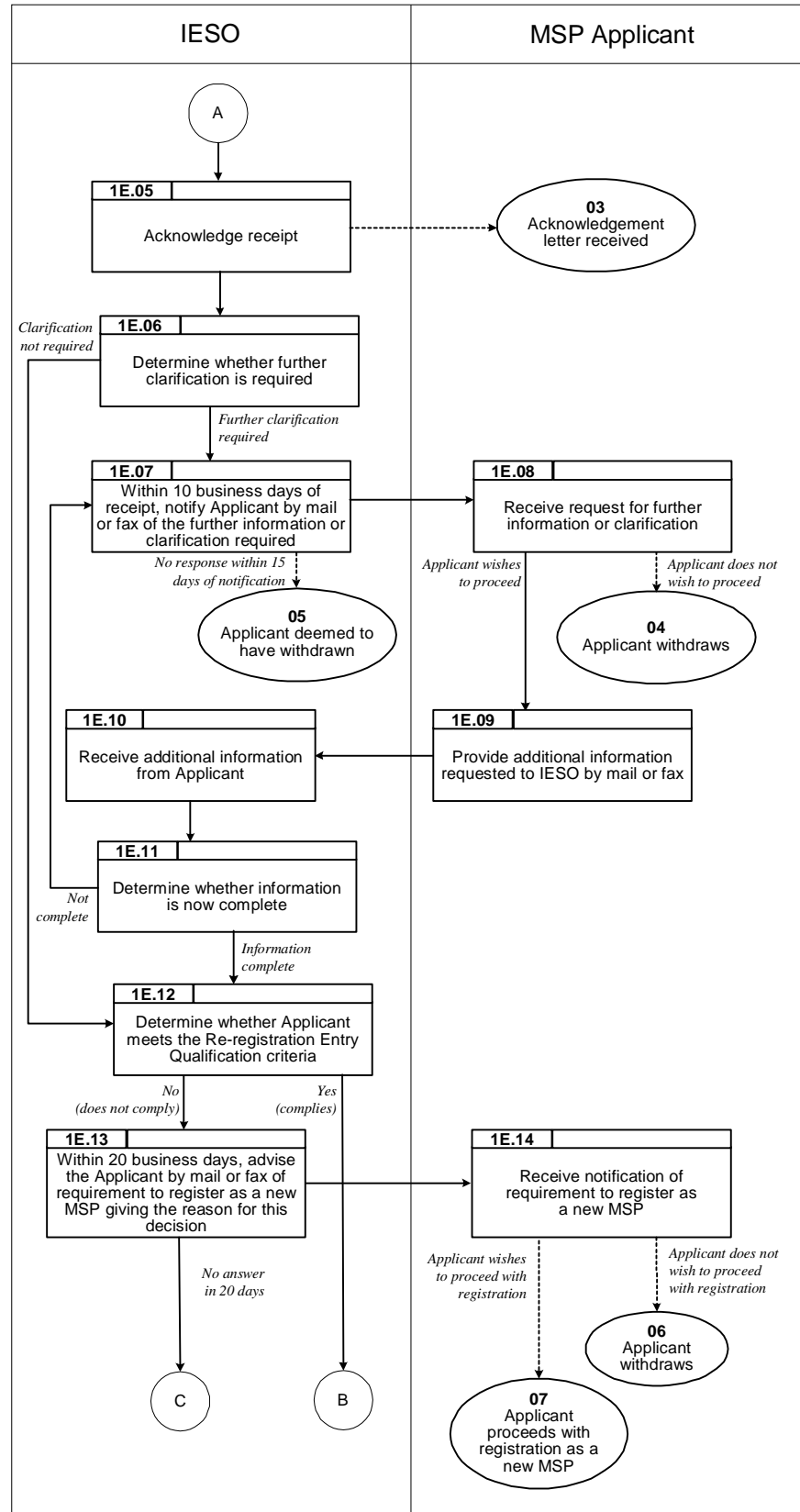


Figure 2-5: Work flow for Re-registration of an MSP (continued)

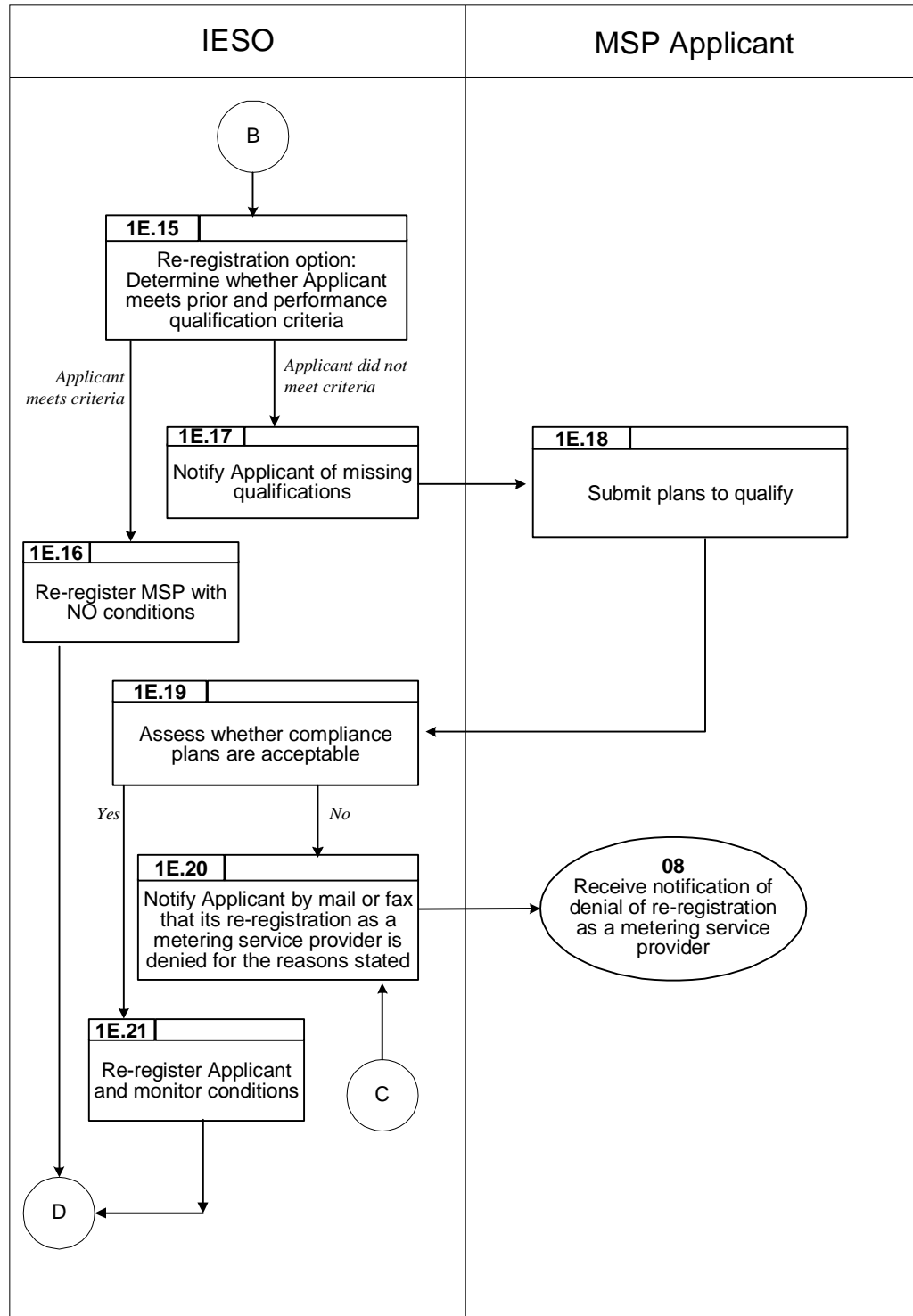
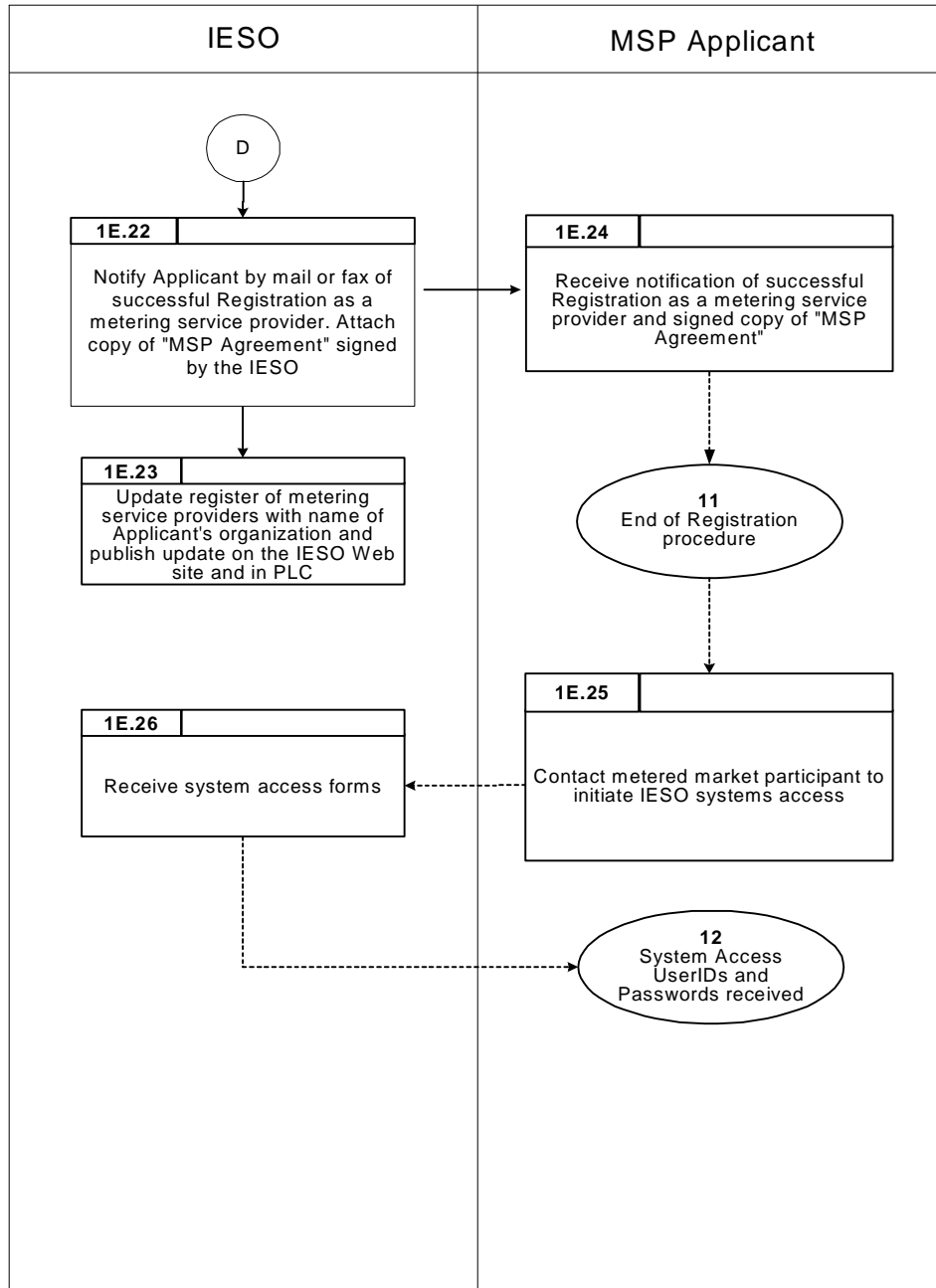


Figure 2-5: Work flow for Re-registration of an MSP (continued)



**Figure 2–5: Work flow for Re-registration of an MSP (continued)**

– End of Section –

## 3. Procedural Steps

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This section contains detail on the tasks (steps) associated with the amendment and publication of the *market rules*.

The following tables contain seven columns, as follows:

### **Ref**

The numerical reference to the task.

### **Task Name**

The task name as identified in Section 2.

### **Task Detail**

Detail about the task.

### **When**

A list of all the events that can trigger commencement of the task.

### **Resulting Information**

A list of the information flows that may or must result from the task.

### **Method**

The format and method for each information flow are specified.

### **Completion Events**

A list of all the circumstances in which the task should be deemed finished.

### 3.1 MSP Registration

This section describes the procedural steps for *metering service provider* registration. The steps described in Table 3-1 are illustrated in Section 2.1, Figure 2-1.

**Table 3–1: Procedural Steps for MSP Registration**

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1A.01	Retrieve and print “Metering Service Provider Application” and “Metering Service Provider Agreement” from <i>IESO</i> Web site.	Applicant downloads and prints required forms from <i>IESO</i> 's Web site. Applicants must download two copies of the “Metering Service Provider Agreement”.	When applicant wishes to register as a <i>metering service provider</i> .		<i>IESO</i> Web site.	
1A.02	Complete “Metering Service Provider Application” information, documentation in support of Application Form, and “Metering Service Provider Agreement”.	Applicant completes required forms.	After Step 1A.01.	Completed documentation required for “Metering Service Provider Application”.		
1A.03	Send signed “Metering Service Provider Application”, documentation in support of Application Form, and “Metering Service Provider Agreement” to <i>IESO</i> .	Applicant submits required documents to the <i>IESO</i> . Applicants must submit two duly signed copies of the “Metering Service Provider Agreement”.	After Step 1A.02.		Mail or courier.	

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.04	Receive completed “Metering Service Provider Application”, documentation in support of Application Form, and “Metering Service Provider Agreement”.	<i>IESO</i> receives required documents from the Applicant.	After Step 1A.03.		Mail or courier.	
1A.05	Acknowledge receipt of documents.	<i>IESO</i> sends acknowledgement letter to Applicant.	After Step 1A.04.	Acknowledgement.	Mail or courier.	
1A.06	Determine whether further clarification is required.	<i>IESO</i> reviews documentation to determine whether additional information or clarification is required in order to proceed with registration.	After Step 1A.05.			
1A.07	Notify Applicant, within 10 <i>business day</i> of receipt, of the requirement for further information or clarification.	<i>IESO</i> sends to Applicant a letter requesting further information or clarification.	Within 10 <i>business days</i> after Step 1A.05, if further clarification required.		Mail or fax.	
1A.08	Receive request for further information or clarification.	<i>Metering service provider</i> Applicant receives request from <i>IESO</i> for further information or clarification.	After Step 1A.07.			Applicant withdraws, if it does not want to proceed.

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.09	Provide additional information or clarification, as requested by <i>IESO</i> .	<i>Metering service provider</i> Applicant sends to <i>IESO</i> the requested information.	Within 15 <i>business days</i> after Step 1A.07, if Applicant wishes to proceed.		Mail or fax.	
1A.10	Receive additional information from Applicant.		After Step 1A.09.		Mail or fax.	
1A.11	Determine whether information is now complete.	<i>IESO</i> reviews the new information and determines its completeness.	After Step 1A.10.	<i>IESO</i> repeats Step 1A.07 if information not complete.		
1A.12	Determine whether Applicant meets the qualifications for registration.	<i>IESO</i> reviews the Applicant's qualifications.	After Step 1A.11 or Step 1A.05, where information is complete.	<i>IESO</i> proceeds to Step 1A.18 if satisfactory. Otherwise <i>IESO</i> goes to 1A.13.		
1A.13	Advise Applicant within 20 <i>business days</i> of intention to deny registration, giving reason for the decision.	If the Applicant is deemed unqualified, the <i>IESO</i> advises Applicant of intention to deny registration, stating reasons for this decision.	Within 20 <i>business day</i> after Step 1A.12, if Applicant does not comply with requirements.		Mail or fax.	
1A.14	Receive notification of intention to deny registration.	<i>Metering service provider</i> Applicant receives notification from <i>IESO</i> of intention to deny registration.	After Step 1A.13.		Mail or fax.	Applicant withdraws, if it does not wish to proceed.

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.15	Rectify the qualification deficiency or explain why qualifications should be acceptable to <i>IESO</i> .	If the Applicant wishes to proceed with registration, Applicant advises <i>IESO</i> of actions taken or explanations as to why qualifications should be acceptable to <i>IESO</i> .	Within 20 <i>business days</i> after Step 1A.14, if Applicant wishes to proceed with registration.		Mail or fax.	
1A.16	Receive notification of action taken by Applicant or review explanations submitted.	<i>IESO</i> receives and reviews the Applicant's notification of action taken by Applicant or the explanations submitted.	After Step 1A.15.	Decision on whether the Applicant now qualifies. If not, go to Step 1A.33. If yes, proceed to Step 1A.17.		
1A.17	Advise Applicant that <i>IESO</i> is proceeding with registration process.	If the Applicant meets the registration qualifications, the <i>IESO</i> advises Applicant of <i>IESO</i> 's intention to proceed with the registration process.	After Step 1A.16.		Mail or fax.	<i>Metering service provider</i> receives letter from the <i>IESO</i> stating that the registration process will continue.
1A.18	Determine whether Applicant has appropriate ISO 9001 certification.	<i>IESO</i> determines whether Applicant has appropriate ISO 9001 certification.	After Step 1A.17 or Step 1A.12.			
1A.19	Arrange date for Systems and Procedure audit and notify Applicant.	If Applicant is not ISO 9001 certified, <i>IESO</i> agrees date for Systems and Procedure audit with Applicant and confirms in writing.	After Step 1A.18, if no ISO 9001 certification as a <i>metering service provider</i> .		Mail or fax.	Applicant receives confirmation of date for Systems and Procedures audit.

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.20	Conduct Systems and Procedures audit.	<i>IESO</i> conducts Systems and Procedure audit.	After Step 1A.19.	<i>IESO</i> proceeds to Step 1A.25 if satisfactory, otherwise goes to next Step.		
1A.21	Advise Applicant of intention to deny registration.	If the Systems and Procedures audit is unsatisfactory, <i>IESO</i> advises Applicant of its intention to deny registration, giving the reasons for this decision.	Within 20 <i>business days</i> after Step 1A.20.		Mail or fax.	Applicant withdraws, if it does not wish to proceed.
1A.22	Rectify the qualification deficiency or explain why qualifications should be acceptable to <i>IESO</i> .	If the Applicant wishes to proceed with registration, Applicant advises <i>IESO</i> of corrective actions taken or provides explanations as to why audit should be acceptable to <i>IESO</i> .	Within 20 <i>business days</i> after Step 1A.21, if the Applicant wishes to proceed with registration.		Mail or fax.	
1A.23	Receive notification of action taken by Applicant or review explanations submitted.	<i>IESO</i> receives and reviews the Applicant's notification of corrective action taken by Applicant or the explanations submitted.	After Step 1A.22.			
1A.24	Determine whether Applicant now satisfies Systems and Procedures audit requirements.	The <i>IESO</i> determines whether Applicant now satisfies Systems and Procedures audit requirements.	After Step 1A.23.	Decision on whether Applicant qualifies. If not, go to Step 1A.33. If satisfactory, go to Step 1A.25.		

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.25	Notify Applicant of <i>IESO's</i> intention to register the Applicant as a <i>metering service provider</i> , subject to attendance of Procedures Review.	<i>IESO</i> notifies Applicant that, subject to attendance of the Procedures Review, <i>IESO</i> intends to register the Applicant as a <i>metering service provider</i> . <i>IESO</i> also notifies Applicant of Procedures Review dates.	Within 20 <i>business days</i> after Step 1A.18, Step 1A.20 or 1A.24.		Mail or fax.	
1A.26	Receive notification of <i>IESO's</i> intention to register the Applicant as a <i>metering service provider</i> , subject to attendance of Procedures Review. Receive notification of the Procedure Review dates.	Applicant receives notification of <i>IESO's</i> intention to register the Applicant as a <i>metering service provider</i> , subject to attendance of Procedures Review. Receive notification of the Procedure Review dates.	After Step 1A.25.			
1A.27	Register for attending the Procedures Review.	Applicant registers for attending the Procedures Review by following the instructions outlined in the letter. Applicant provides list of attendees, selecting staff capable of providing training to other staff.	After Step 1A.26.		Telephone or e-mail.	
1A.28	Confirmation of registration for Procedures Review.	<i>IESO</i> confirms Applicant's registration for attending the Procedures Review.	After Step 1A.27.		Telephone.	

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.29	Attend Procedures Review.	Applicant's representatives attend Procedures Review on the scheduled date.	After Step 1A.27, on date scheduled.			
1A.30	Conduct Procedures Review, on date scheduled.	<i>IESO</i> conducts Procedures Review on dates scheduled.	As scheduled.	<i>IESO</i> proceeds to Step 1A.35 if Applicant's staff attend. Otherwise to Step 1A.31, or Step 1A.33 for repeated failure to attend.		
1A.31	Advise Applicant of new date for Procedures Review.	If Applicant did not attend the Procedures Review as scheduled, <i>IESO</i> advises Applicant of an alternative new date.	After Step 1A.30, if Applicant did not attend the Procedures Review as scheduled.		Mail or fax.	
1A.32	Receive new date of Procedures Review.	Applicant receives new date of Procedures Review. Go to Step 1A.27.	After Step 1A.31.			

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.33	Notify Applicant that registration is denied.	<i>IESO</i> notifies Applicant that registration is denied for the reasons stated.	Within 20 <i>business days</i> of Step 1A.13 (if the Applicant fails to answer), 1A16 (if Applicant's action to correct qualifications or explanations provided are unsatisfactory), 1.A24 (if Applicant's actions or explanations following an unsuccessful audit are deemed unsatisfactory) or 1A.30 (if Applicant repeatedly fails to attend the Procedures Review.		Mail or fax.	

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.34	Receive notification of denial of registration for the reasons stated.	<i>Metering service provider</i> Applicant receives notice of denial of registration from <i>IESO</i> . The Applicant's choices are to either accept the denial of registration or enter Dispute Resolution. Refer to "Market Manual 2: Market Administration, Part 2.1: Dispute Resolution".	After Step 1A.33.			Applicant's registration is denied or Applicant initiates Dispute Resolution process.
1A.35	Within 5 <i>business days</i> , notify Applicant by mail or fax of successful Registration as a <i>metering service provider</i> . Attach copy "Metering Service Provider Agreement" signed by the <i>IESO</i> .	Within 5 <i>business days</i> of the Applicant attending the Procedures Review, the <i>IESO</i> notifies the Applicant of its successful Registration as a <i>metering service provider</i> . The <i>IESO</i> also provides the Applicant with a signed copy of the "Metering Service Provider Agreement".	After Step 1A.30, if Applicant attends Procedures Review.		Mail or fax.	Applicant receives notification of successful registration and signed copy of "Metering Service Provider Agreement".
1A.36	Update register of <i>metering service providers</i> .	<i>IESO</i> updates register of <i>metering service providers</i> with name of Applicant and <i>publishes</i> updated register on the <i>IESO</i> Web site and in PLC.	After Step 1A.35.		Web publishing.	Updated <i>metering service provider</i> register <i>published</i> on the <i>IESO</i> Web site and in PLC.

**Table 3–1: Procedural Steps for MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1A.37	Receive notification of successful Registration as a <i>metering service provider</i> , signed copy of “Metering Service Provider Agreement”.	<i>Metering service provider</i> receives notification of successful Registration as a <i>metering service provider</i> , signed copy “Metering Service Provider Agreement”.	After Step 1A.35.			End of Registration procedure.
1A.38	Contact <i>metered market participant</i> to initiate <i>IESO</i> systems access.	<i>Metered market participant</i> will submit the required forms to the <i>IESO</i> .	After Step 1A.37.	System access for new <i>metering service provider</i> is initiated.	Mail, courier or fax.	System access requested.
1A.39	Receive system access forms.	The <i>IESO</i> receives the system access information and enters it into PLC.  The password for the Revenue Metering System (RMS) is sent by using "IMO-FORM-1384: Participant Revenue Metering System Password".	After Step 1A.38.	System access information entered in PLC.  System access UserIDs and Passwords.		<i>Metering service provider</i> has access to <i>IESO</i> systems.

## 3.2 Changes to Registration Details

This section describes the procedural steps to follow when the *metering service provider* makes changes to the registration details held by the *IESO*, which may also impact on the “Metering Service Provider Agreement”. The steps described in Table 3-2 are illustrated in Section 2.2, Figure 2-2.

**Table 3-2: Procedural Steps for Changes to Registration Details**

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1B.01	Retrieve and print IMO-FORM-1358 “Change of Metering Service Provider Registration Details” and, if appropriate, “Metering Service Provider Agreement” from <i>IESO</i> Web site.	<i>Metering service provider</i> retrieves and prints “Change of Metering Service Provider Registration Details” form and, if appropriate, “Metering Service Provider Agreement”.	After <i>metering service provider</i> identifies that <i>metering service provider</i> registration details have changed.		<i>IESO</i> Web page.	Blank “Change of Metering Service Provider Registration Details” form and, if appropriate, “Metering Service Provider Agreement”.
1B.02	Complete “Change of Metering Service Provider Registration Details” form and, if appropriate, the “Metering Service Provider Agreement”.	<i>Metering service provider</i> completes form and, if appropriate, the “Metering Service Provider Agreement”.	After Step 1B.01.			Completed “Change of Metering Service Provider Registration Details” form and, if appropriate, “Metering Service Provider Agreement”.

**Table 3-2: Procedural Steps for Changes to Registration Details**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1B.03	Send signed “Change of Metering Service Provider Registration Details” form and, if appropriate, signed “Metering Service Provider Agreement” to <i>IESO</i> by mail or fax.	<i>Metering service provider</i> sends signed “Change of Metering Service Provider Registration Details” form and, if appropriate, signed “Metering Service Provider Agreement” to <i>IESO</i> .	After Step 1B.02.		Mail or fax.	
1B.04	Receive completed “Change of Metering Service Provider Registration Details” form and, if appropriate, “Metering Service Provider Agreement”.	<i>IESO</i> receives completed “Change of Metering Service Provider Registration Details” form and, if appropriate, “Metering Service Provider Agreement”.	After Step 1B.03.			
1B.05	Acknowledge receipt.	<i>IESO</i> acknowledges receipt of completed “Change of Metering Service Provider Registration Details” form and, if appropriate, “Metering Service Provider Agreement”.	After Step 1B.04.		Mail or fax.	Acknowledgement letter received.
1B.06	Determine whether further clarification required.		After Step 1B.05.	If clarification not required, <i>IESO</i> proceeds to Step 1B.12, otherwise to Step 1B.07.		

**Table 3-2: Procedural Steps for Changes to Registration Details**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1B.07	Notify <i>metering service provider</i> by mail or fax of the further information or clarification required.	<i>IESO</i> notifies <i>metering service provider</i> of the further information or clarification required.	After Step 1B.06, if further clarification required.		Mail or fax.	
1B.08	Receive request for further information or clarification.	<i>Metering service provider</i> receives request for further information or clarification.	After Step 1B.07.			Letter requesting further information or clarification.
1B.09	Provide additional information requested to <i>IESO</i> by mail or fax.	<i>Metering service provider</i> provides to <i>IESO</i> additional information requested.	After Step 1B.08.		Mail or fax.	Further information or clarification requested by the <i>IESO</i> .
1B.10	Receive additional information from <i>metering service provider</i> .	<i>IESO</i> receives additional information from <i>metering service provider</i> .	After Step 1B.09.			
1B.11	Determine whether information is now complete.	<i>IESO</i> determines whether information is now complete.	After Step 1B.10.			<i>IESO</i> reverts to step 1B.07 if incomplete.
1B.12	Determine whether new “Metering Service Provider Agreement” has to be processed.	<i>IESO</i> determines whether <i>metering service provider</i> has submitted new “Metering Service Provider Agreement”.	After Step 1B.06 if no clarification was required or after Step 1B.11 if information now complete.	<i>IESO</i> proceeds to Step 1B.14 if there is a new “Metering Service Provider Agreement”, otherwise goes to Step 1B.13.		

**Table 3-2: Procedural Steps for Changes to Registration Details**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1B.13	Update appropriate records and advise <i>metering service provider</i> that the change of <i>metering service provider</i> registration details has been completed by mail or fax.	<i>IESO</i> updates appropriate records and advises <i>metering service provider</i> that the changes to <i>metering service provider</i> registration details have been completed.	After Step 1B.12, if <i>metering service provider</i> has not submitted new “Metering Service Provider Agreement”.	Appropriate records are updated.	Mail or fax.	Metering service provider receives notification that the changes to registration details have been completed.
1B.14	Update appropriate records, sign “Metering Service Provider Agreement” and return copy to <i>metering service provider</i> with notification that the changes to <i>metering service provider</i> registration details have been completed, by mail or fax.	<i>IESO</i> updates appropriate records, signs “Metering Service Provider Agreement” and returns copy to <i>metering service provider</i> with notification that the changes to <i>metering service provider</i> registration details have been completed.	After Step 1B.12, if <i>metering service provider</i> has submitted new “Metering Service Provider Agreement”.	Appropriate records are updated and copy of new signed “Metering Service Provider Agreement” retained in records.	Mail or fax.	<i>Metering service provider</i> receives signed copy of “Metering Service Provider Agreement” and notification that the changes to registration details have been completed.
1B.15	Update register of <i>metering service providers</i> with changes to registration details and <i>publish</i> update on <i>IESO</i> Web site and in PLC.	<i>IESO</i> updates register of <i>metering service providers</i> with changes to registration details and <i>publishes</i> update on <i>IESO</i> Web site and in PLC.	After Step 1B.14.	Updated register of active <i>metering service providers</i> . <i>Published</i> revised list on <i>IESO</i> Web site and in PLC.	Web publishing.	End of Changes to Registration Details procedure.

### 3.3 Revocation of MSP Registration

This section describes the procedural steps to follow when the *IESO* revokes the registration status of a *metering service provider*. The steps described in Table 3-3 are illustrated in Section 2.3, Figure 2-3.

**Table 3-3: Procedural Steps for Revocation of MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1C.01	Advise <i>metering service provider</i> of <i>IESO's</i> intention to revoke registration status.	<i>IESO</i> advises <i>metering service provider</i> of its intention to revoke the <i>metering service provider's</i> registration status, stating the reasons for the revocation, and requesting a <i>response</i> within five <i>business days</i> .	After <i>IESO</i> decides to revoke <i>metering service provider's</i> registration status.		Mail or fax.	
1C.02	Receive notification of <i>IESO's</i> intention to revoke registration.	<i>Metering service provider</i> receives notification of <i>IESO's</i> intention to revoke registration. <i>Metering service provider</i> reviews the reasons given for revocation and decides whether to appeal or not. If appeal is chosen, go to Step 1C.04.	After Step 1C.01.			If no appeal, no further action of <i>metering service providers</i> required.

**Table 3–3: Procedural Steps for Revocation of MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1C.03	Notify all <i>metered market participants</i> of which the <i>metering service provider</i> was known to be acting advising them that the <i>IESO</i> intends to revoke <i>metering service provider</i> registration and provide reason.	<i>IESO</i> notifies all affected <i>metered market participants</i> , advising them that the <i>IESO</i> intends to revoke <i>metering service provider</i> registration for the reasons provided.	After Step 1C.01.		Mail or fax.	Appropriate <i>metered market participants</i> receive notification that the <i>IESO</i> intends to revoke the registration of their <i>metering service provider</i> .
1C.04	Request a show-cause hearing before the <i>IESO board</i> and/or submit a letter with explanations, by mail or fax, within 10 <i>business days</i> .	If the <i>metering service provider</i> disagrees with the decision, <i>metering service provider</i> can request a show-cause hearing before the <i>IESO board</i> and/or submit a letter of representation.	Within 10 <i>business days</i> of Step 1C.02, if <i>metering service provider</i> wishes to appeal.		Mail or fax.	
1C.05	Conduct hearing and/or review letter of representation.	<i>IESO</i> conducts Board hearing and/or reviews <i>metering service provider's</i> letter of representation.	After Step 1C.04.	Decision on acceptance or rejection of representation.		

Table 3–3: Procedural Steps for Revocation of MSP Registration

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1C.06	Advise <i>metering service provider</i> that its registration status will be retained.	<i>IESO</i> advises <i>metering service provider</i> that its registration status will be retained, and outlines any conditions that must be fulfilled.	After 1C.05, if representation successful.		Mail or fax.	<i>Metering service provider</i> receives notification and makes arrangements to comply with conditions (if applicable).
1C.07	Advise <i>metered market participants</i> that <i>metering service provider's</i> registration will be retained.	<i>IESO</i> advises affected <i>metered market participants</i> that <i>metering service provider's</i> registration will be retained.	After Step 1C.06.		Mail or fax.	Appropriate <i>metered market participants</i> receive notification that the <i>IESO</i> intends to retain the registration of their <i>metering service providers</i> .
1C.08	Advise <i>metering service provider</i> , by mail or fax, that registration is revoked.	If the <i>metering service provider's</i> representation is unsuccessful, or if no <i>response</i> is received within 10 <i>business days</i> after sending intention to revoke registration, <i>IESO</i> notifies <i>metering service provider</i> of revocation.	After Step 1C.01 or Step 1C.05.	Revocation of registration.	Mail or fax.	

**Table 3–3: Procedural Steps for Revocation of MSP Registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1C.09	Receive notification of revocation of registration.	<i>Metering service provider</i> receives notification of revocation of <i>metering service provider</i> registration <i>metering service provider</i> decides whether it agrees with decision or not.	After Step 1C.08.			If <i>metering service provider</i> agrees with decision, no further action required. Otherwise, proceeds to Dispute Resolution process.
1C.10	Notify affected <i>metered market participants</i> of <i>metering service provider</i> revocation.	<i>IESO</i> notifies all <i>metered market participants</i> for which the <i>metering service provider</i> was known to be acting, advising each <i>metered market participant</i> that its <i>metering service provider's</i> registration has been revoked and that alternative <i>metering service providers</i> for each affected <i>delivery point</i> must be appointed.	After Step 1C.08.		Mail or fax.	
1C.11	Receive notification.	<i>Metered market participant</i> receives notification of revocation of <i>metering service provider</i> status.	After Step 1C.10.			

Table 3–3: Procedural Steps for Revocation of MSP Registration

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1C.12	Identify all <i>delivery point</i> IDs affected.	<i>Metered market participant</i> identifies all <i>delivery point</i> IDs associated with the <i>metering service provider</i> whose registration has been revoked.	After Step 1C.11.			Follow procedure for change of <i>metering service provider</i> for a <i>delivery point</i> ID (in “Market Manual 3: Part 3.8: Creating and Maintaining Delivery Point Relationships”).
1C.13	Update register of <i>metering service providers</i> .	<i>IESO</i> removes <i>metering service provider’s</i> name from the <i>metering service provider</i> register, and adds <i>metering service provider’s</i> name to the list of revoked <i>metering service providers</i> . <i>Publishes</i> both lists on <i>IESO</i> Web site. Update PLC.	After Step 1C.12.	Updated register of active and inactive <i>metering service providers</i> . <i>Published</i> revised lists on <i>IESO</i> Web site. Updated PLC.	Web publishing.	End of <i>metering service provider</i> Revocation procedure.

### 3.4 De-registration of an MSP

This section describes the procedural steps to follow when a *metering service provider* decides to terminate the “Metering Service Provider Agreement” for a *meter point ID*. The steps described in Table 3-4 are illustrated in Section 2.4, Figure 2-4.

**Table 3–4: Procedural Steps for MSP De-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1D.01	Advise <i>IESO</i> of intention to terminate the “Metering Service Provider Agreement”.	<i>Metering service provider</i> advises <i>IESO</i> of its intention to terminate the <i>metering service provider</i> , giving 90 days notice.			Mail, fax, or e-mail.	
1D.02	Receive notification.	<i>IESO</i> receives notification of <i>metering service provider’s</i> intention to terminate the “Metering Service Provider Agreement”.	After Step 1D.01.			
1D.03	Notify all affected <i>metered market participants</i> .	<i>IESO</i> notifies all <i>metered market participants</i> for which the outgoing <i>metering service provider</i> was known to be acting, advising them to appoint alternative <i>metering service providers</i> for each affected <i>delivery point ID</i> .	After Step 1D.02.		Mail or fax.	

Table 3–4: Procedural Steps for MSP De-registration

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1D.04	Receive notification.	Affected <i>metered market participants</i> receive notification from <i>IESO</i> .	After Step 1D.03.			
1D.05	Identify all <i>delivery point</i> IDs registered with the outgoing <i>metering service provider</i> .	Each <i>metered market participant</i> identifies the <i>delivery point</i> IDs registered with the outgoing <i>metering service provider</i> .	After Step 1D.04.			Each affected <i>metered market participant</i> follows procedure for Change of <i>metering service provider</i> for a <i>delivery point ID</i> (“Part 3.8: Creating and Maintaining Delivery Point Relationships”).
1D.06	Advise, by mail or fax, that registration has ceased.	<i>IESO</i> advises <i>metering service provider</i> that <i>metering service provider</i> registration has ceased.	After Step 1D.03.		Mail or fax.	<i>Metering service provider</i> receives confirmation of termination of registration.

**Table 3–4: Procedural Steps for MSP De-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1D.07	Update register of <i>metering service providers</i> .	<i>IESO</i> removes the <i>metering service provider</i> from the register of <i>metering service providers</i> and <i>publishes</i> revised register on <i>IESO</i> Web site. <i>IESO</i> updates PLC.	After Step 1D.06.	Revised register of <i>metering service providers</i> .	Web publishing.	End of De-registration procedure.

### 3.5 Re-registration of an MSP

This section describes the procedural steps to follow when a *metering service provider* decides to re-register as a *metering service provider* organization with the *IESO*. The steps described in Table 3-5 are illustrated in Section 2.5, Figure 2-5.

**Table 3–5: Procedural Steps for MSP Re-registration**

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
1E.01	Retrieve and print “Metering Service Provider Application” Form and “Metering Service Provider Agreement” from <i>IESO</i> Web site.	Applicant downloads and prints required forms from <i>IESO</i> ’s Web site. Applicants must download two copies of the “Metering Service Provider Agreement”.	When applicant wishes to re-register as a <i>metering service provider</i> .		<i>IESO</i> Web site.	
1E.02	Complete “Metering Service Provider Application Form” information, documentation in support of application and “Metering Service Provider Agreement”.	Applicant completes required forms.	After Step 1E.01.	Completed documentation required for “Metering Service Provider Application”.		
1E.03	Send signed “Metering Service Provider Application Form”, documentation in support of application and signed “Metering Service Provider Agreement” to <i>IESO</i> by mail or courier.	Applicant submits required documents to the <i>IESO</i> . Applicants must submit two duly signed copies of the “Metering Service Provider Agreement”.	After Step 1E.02.		Mail or courier.	

**Table 3–5: Procedural Steps for MSP Re-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1E.04	Receive completed “Metering Service Provider Application Form”, documentation in support of application and “Metering Service Provider Agreement”.	<i>IESO</i> receives required documents from the Applicant.	After Step 1E.03.		Mail or courier.	
1E.05	Acknowledge receipt.	<i>IESO</i> sends acknowledgement letter to Applicant.	After Step 1E.04.	Acknowledgement.	Mail or courier.	
1E.06	Determine whether further clarification is required.	<i>IESO</i> reviews documentation to determine whether additional information or clarification is required in order to proceed with re-registration.	After Step 1E.05.			
1E.07	Within 10 business days of receipt, notify Applicant by mail or fax of the further information or clarification required.	<i>IESO</i> sends to Applicant a letter requesting further information or clarification.	Within 10 <i>business days</i> after Step 1E.05, if further clarification required.		Mail or fax.	
1E.08	Receive request for further information or clarification.	<i>Metering service provider</i> Applicant receives request from <i>IESO</i> for further information or clarification.	After Step 1E.07.			Applicant withdraws, if it does not want to proceed.

**Table 3–5: Procedural Steps for MSP Re-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1E.09	Provide additional information requested to <i>IESO</i> by mail or fax.	<i>Metering service provider</i> Applicant sends to <i>IESO</i> the requested information.	Within 15 <i>business days</i> after Step 1E.07, if Applicant wishes to proceed.		Mail or fax.	
1E.10	Receive additional information from Applicant.		After Step 1E.09.		Mail or fax.	
1E.11	Determine whether information is now complete.	<i>IESO</i> reviews the new information and determines its completeness.	After Step 1E.10.	<i>IESO</i> repeats Step 1E.07 if information not complete.		
1E.12	Determine whether Applicant meets the Re-registration Qualification criteria.	<i>IESO</i> reviews the Applicant's qualifications.	After Step 1E.11 or Step 1E.05, where information is complete.	<i>IESO</i> proceeds to Step 1E.15 if satisfactory. Otherwise <i>IESO</i> goes to 1E.13.		
1E.13	Within 20 business days, advise the Applicant by mail or fax of requirement to register as a new <i>metering service provider</i> giving the reason for this decision.	If the Applicant is deemed unqualified, the <i>IESO</i> advises Applicant to register as a new <i>metering service provider</i> stating reasons for this decision.	Within 20 <i>business day</i> after Step 1E.12, if Applicant does not comply with requirements.		Mail or fax.	
1E.14	Receive notification of requirement to register as a new <i>metering service provider</i> .	<i>Metering service provider</i> Applicant receives notification from <i>IESO</i> to register as a new <i>metering service provider</i> .	After Step 1E.13.		Mail or fax.	Applicant withdraws, if it does not wish to proceed.
1E.15	Re-registration option: Determine whether Applicant meets prior and performance	If the application for re-registration is more than two years after the	Following Step 1E.12	Assessment is made.		Conditions, if any, are determined for

**Table 3–5: Procedural Steps for MSP Re-registration**

Ref.	Task Name	Task Detail	When	Resulting Information	Method	Completion Events
	qualification criteria.	<p>applicant was originally registered, the applicant must complete a new S&amp; P Audit and attend a new procedural review.</p> <p>If the application for re-registration is within two years, the <i>IESO</i> assesses qualification criteria including:</p> <ul style="list-style-type: none"> <li>• Systems and Procedures Audit: have changes to <i>market rules</i> or other material changes warrant an updated audit?</li> <li>• Procedures Review: have changes to <i>market rules</i> or other material changes warrant an updated procedures review?</li> </ul> <p>Performance qualification criteria includes:</p> <ul style="list-style-type: none"> <li>• Attention to non-compliance issues, if any; and</li> <li>• <i>Metering service provider</i> performance record in good standing.</li> </ul>				meeting the criteria.

**Table 3–5: Procedural Steps for MSP Re-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1E.16	Re-register <i>metering service provider</i> with NO conditions.	The <i>IESO</i> proceeds to re-register the Applicant with no conditions.	The <i>metering service provider</i> has met all the conditions for Re-registration.			Re-registered Applicant.
1E.17	Notify Applicant of missing qualifications.	The Applicant does not meet one or more criteria for Re-registration but can complete the missing elements to proceed with re-registration.	Upon the <i>IESO's</i> assessment and determination of conditions to be met.	Notification.	Mail or fax.	Notification sent to Applicant.
1E.18	Submit plans to qualify.	The Applicant plans how to fulfill the missing criteria and submits the compliance plan to the <i>IESO</i> .	Upon determination of a compliance plan.	Compliance plans.	Mail or fax.	Compliance plans submitted to <i>IESO</i> .
1E.19	Assess whether compliance plans are acceptable.	The <i>IESO</i> receives and reviews the Applicant's compliance plans.	After Step 1E.18.	Decision on whether the Applicant's compliance plans are acceptable. If not, go to Step 1E.20; if yes, proceed to Step 1E.22.		
1E.20	Notify Applicant by mail or fax that its re-registration as a <i>metering service provider</i> is denied for the reasons stated.	If the Applicant's compliance plan is unacceptable, the <i>IESO</i> advises Applicant its Re-registration is denied, stating reasons for this decision.	Following Step 1E.19.		Mail or fax.	

**Table 3–5: Procedural Steps for MSP Re-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1E.21	Re-register Applicant and monitor conditions.	If the Applicant has submitted an acceptable compliance plan to fulfill the outstanding criteria, the <i>IESO</i> proceeds to Re-register the applicant. The <i>IESO</i> will monitor the fulfillment of the compliance plan.	After Step 1E.19.	Re-registration with conditions.		Applicant is Re-registered with conditions.
1E.22	Notify Applicant by mail or fax of successful Re-registration as a <i>metering service provider</i> . Attach copy “Metering Service Provider Agreement” signed by the <i>IESO</i> .	The <i>IESO</i> notifies the Applicant of its successful Registration as a <i>metering service provider</i> . The <i>IESO</i> also provides the Applicant with a signed copy of the “Metering Service Provider Agreement”.	When the <i>IESO</i> accepts the compliance plan.	Notification.	Mail or fax.	Applicant receives notification of successful Re-registration and signed copy of “Metering Service Provider Agreement”.
1E.23	Update register of <i>metering service providers</i> with name of Applicant’s organization and publish update on the <i>IESO</i> Web site and in PLC.	<i>IESO</i> updates register of <i>metering service providers</i> with name of Applicant and <i>publishes</i> updated register on the <i>IESO</i> Web site and in PLC.	After Step 1E.22.		Web publishing.	Updated <i>metering service provider</i> register <i>published</i> on the <i>IESO</i> Web site and in PLC.

**Table 3–5: Procedural Steps for MSP Re-registration**

<b>Ref.</b>	<b>Task Name</b>	<b>Task Detail</b>	<b>When</b>	<b>Resulting Information</b>	<b>Method</b>	<b>Completion Events</b>
1E.24	Receive notification of successful Registration as a <i>metering service provider</i> , signed copy of “Metering Service Provider Agreement”.	<i>Metering service provider</i> receives notification of successful Registration as a <i>metering service provider</i> , signed copy “Metering Service Provider Agreement”.	After Step 1E.22.	Notification.		End of Re-registration procedure.
1E.25	Contact <i>metered market participant</i> to initiate <i>IESO</i> systems access.	<i>Metered market participant</i> will submit the required forms to the <i>IESO</i> .	After Step 1A.37.	System access for new <i>metering service provider</i> is initiated.	Mail, courier or fax.	System access requested.
1E.26	Receive system access forms.	The <i>IESO</i> receives the system access information and enters it into PLC.  The password for the Revenue Metering System (RMS) is sent by using "IMO-FORM-1384: Participant Revenue Metering System Password".	After Step 1A.38.	System access information entered in PLC.  System access UserIDs and Passwords.		<i>Metering service provider</i> has access to <i>IESO</i> systems.

– End of Section –

## Appendix A: Forms

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This appendix contains a list of the forms, letters and agreements associated with the *metering service provider* Registration procedure. They are available on the *IESO* Web site. The forms, letters and agreements included are as follows:

Form Name	Form Number
Application Form for the Registration of Metering Service Providers in the IESO-Administered Market	MSP_TPL_0001
Metering Service Provider Agreement (template)	IMO_AGR_0012
IMO Certificate Subscriber Agreement	IMP_AGR_0016
IESO Certificate Subscriber Request	IMO-FORM-1276
Assigning a Metering Service Provider and a Distributor for an Energy Market Delivery Point	IMO-FORM-1300
Assigning a Metering Service Provider and a Transmitter for a Transmission Tariffs Delivery Point	IMO-FORM-1304
IESO Workflow Access and User Identification	IMO-FORM-1314
Change of MSP Registration Details	IMO-FORM-1358
Participant Revenue Metering System Password	IMO-FORM-1384

– End of Section –



# Appendix B: Systems and Procedures Audit

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If your organization does not have ISO 9001 certification for performing *metering service provider* functions and responsibilities, it must undergo a Systems and Procedures Audit before the *IESO* grants Registration, as described in Section 1.3.4 of this document.

The Systems and Procedures Audit consists of a visit by the *IESO* to your premises to evaluate whether specific systems and procedures are in place or there is an adequate plan to introduce them in a timely fashion, to meet the requirements for *metering service providers*, as set out in the *market rules* and the policies and standards of the *IESO*.

The *IESO* phones you to arrange for the Audit date and subsequently sends a written confirmation of the mutually agreed Audit date.

## Authorized Documentation

The *IESO* assesses how you propose to provide worksheets, stamped by a registered professional engineer, for:

- documentation supporting site-specific losses; and
- documentation supporting measurement error correction.

## Meter Point Documentation

The *IESO* assesses how you propose to:

- prepare *meter point* documentation. You must provide samples of a single-line diagram, *meter* map, totalization table, site specific loss adjustment form, and measurement error correction form;
- ensure *meter point* documentation is maintained up-to-date;
- maintain a documentation control process for recording the master, controlled copy of *meter point* documentation;
- ensure that the *IESO* is provided with any updates to *meter point* documentation; and
- make *meter point* documentation available to all persons who are authorized by the *market rules* to have this documentation upon request.

## Metering Installation Records

The *IESO* identifies how you maintain records of:

- all *metering installations*;
- changes made to *metering installations*;

- commissioning results;
- test certificates for meters and *instrument transformers*;
- registration details;
- *security* and sealing details;
- Measurement Canada seal expiry dates; and
- *IESO* end to end test results and dates.

Provide examples of, or proposals for:

- system records, screen prints or reports;
- recognized *metering installation* registration forms such as CCA 636, OH 1889;
- *metering installation* change control document;
- *metering installation* commissioning report;
- Measurement Canada *meter* inspection certificate indicating *meter* seal and expiry dates;
- factory or laboratory test certificates for *instrument transformers*;
- sealing registry recording *metering installation*, sealing points and dates; and
- quarantining *meters* that are the subject of possible dispute or whose accuracy is suspect.

## Metering Personnel Records

The *IESO* examines your register for recording:

- training received. Personnel records should contain copies of Ontario Hydro *meter* school certificate; Ontario MEA *meter* school certificate; or *meter* school certificates from any other entity recognized by the *IESO*;
- special qualifications. These include a recognized diploma/certificate from electrical or electronics institute or an Ontario recognized journeyman electrician certificate; and
- experience and on the job training of each operative, including dates.

## Metering Equipment Operation

The *IESO* establishes how you ensure that all metering equipment:

- operates correctly and accurately. You must provide a record of status polling, event logs, dialback logs, vector plot diagrams; and
- is not compromised during storage, delivery or installation. You must provide a quality assurance procedure for storage, delivery and installation.

## Portable Test Equipment Record

The *IESO* determines whether you keep records of portable test equipment containing:

- dates when equipment was tested. You must provide an equipment log showing serial numbers and test dates;

- dates when equipment was calibrated to traceable national standards. You must provide an equipment log showing serial numbers and calibration dates; provide reference to standards laboratory; and
- manufacturer's documentation. You must provide the manufacturer's instruction manual(s) and any updates.

The *IESO* assesses how you propose to test on-site the accuracy of *meters* to within +0.5% for kW and +1% for kVAR.

### **Trouble Call Procedures**

The *IESO* establishes whether you have a trouble call service for the *metering installations* that are currently supported. In this regard you must:

- provide procedures from existing, or proposed, trouble call manual and/or operating field directives. You must provide a plan and timeframe for its implementation, if applicable;
- provide a sample of present, or proposed, trouble call ticket initiation and sign-off procedure;
- provide examples of such existing or proposed acknowledgement record and/or trouble call ticket recording date and time;
- provide examples of *responses* from such existing, or proposed dispatched trouble call log;
- provide examples from representative existing trouble call log entry and/or completed trouble call ticket with date and time stamp or provide proposal for meeting required timelines. Demonstrate your ability to attend to the repair or replacement of *metering installation* within the time prescribed; and
- provide a proposal to the *IESO* for the editing of *metering data* to support the *VEE process*.

### **Retrieving Metering Data**

The *IESO* establishes whether you have procedures and equipment in place to retrieve *metering data*. You must provide an existing or proposed procedure for providing *metering data* to the *IESO metering database* interface and details of data retrieval equipment in use or proposed.

### **Metering Data Reconciliation**

The *IESO* assesses how you confirm, or propose to confirm, that the *metering data* submitted to the *IESO* (see preceding subsection) reconciles with the one retrieved remotely.

### **Equipment Provision Arrangements**

You must demonstrate that arrangements are in place for the provision of *instrument transformers*, *meters*, *data loggers* and communication equipment to be used in new installations or for routine replacements and faults. The *IESO* assesses your provisioning procedures and also confirms that the proposed time scales meet those specified in the *market rules* (e.g. *2 business days* for *meters*, *12 weeks* for *instrument transformers*).

## **Records Recovery Process**

The *IESO* assesses whether you have:

- a plan in place to enable recovery of lost or destroyed records;
- a plan for maintaining a back-up copy of records on a regular basis; and/or
- any off-site records storage in place.

**– End of Section –**

## References

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<b>Document ID</b>	<b>Document Title</b>
MDP_RUL_0002	Market Rules
IMP_GDE_0085	RMS FTP – FTP Recommendations for Meter Data Retrieval
MDP_PRO_0014	Market Manual 1: Market Entry, Maintenance & Exit, Part 1.1: Participant Authorization, Maintenance & Exit
MDP_PRO_0017	Market Manual 2: Market Administration, Part 2.1: Dispute Resolution
MDP_MAN_0003	Market Manual 3: Metering, Part 3.0: Metering Overview
MDP_PRO_0013	Market Manual 3: Metering, Part 3.2: Meter Point Registration and Maintenance
IMP_PRO_0057	Market Manual 3: Metering, Part 3.8: Creating and Maintaining Delivery Point Relationships

– End of Document –