

Appendix 6.6 - Performance Standards for Metering Service Providers

- Section 1.2.1: = % of metering installations registered by market commencement, 100%
- Section 1.2.2: = % of metering installations registered on first attempt, 95% or more
- Section 1.3.1.1: = # of MTRs issued for communications per calendar month, < 7 per 100 installations

Appendix 6.6 cont.

- Section 1.3.1.2: = # of MTRs issued for metering data per calendar month, < 1 per 100 installations
- Section 1.3.1.3: = # of MTRs issued for component failure per calendar month, < 1 per 100 installations
- Section 1.3.2: = % of all MTRs related to metering data, 2% or less

Appendix 6.6 cont.

- Section 1.3.3: = % of MTRs resolved on first attempt to IMO's satisfaction per calendar month, 95% or more
- Section 1.4.1: = % of audits per calendar month requiring no remedial action, 95% or more
- Section 1.4.2: = % of audits per calendar month requiring remedial action on metering data, 2% or less

Appendix 6.6 cont.

- Section 1.5: = # of procedural errors that affect metering data accuracy, 0

Proposed MSP Performance Standards

- Remove them from the MR completely
- Have the Standards in a Market Manual
- Changes to Market Manuals to be stakeholdered

Communication:

- % of meters called daily after multiple tries by the IMO, expected result is 95% daily, reported and averaged monthly.
- # of failed communications per metering installation should be less than 5 days per month, reported and averaged monthly.

Metering Data:

- % of metering installations that have validated metering data, expected result is 95 % on a daily basis, reported and averaged monthly

VEE:

- # of same validation errors per metering installation should be less than 5 per month, reported and average monthly

MTRs:

- % of MTRs issued, expected result is 5% maximum daily, reported and averaged monthly.
- % of MTRs issued per metering installation, expected result is 5% maximum daily, reported and averaged monthly.
- % of MTRs closed within two business days, expected result is 90% minimum, reported and averaged monthly
- # of MTRs eligible for Chap 6 section 11.1.4A estimates, expected result is not more than one per month, reported and average monthly

Market Rules, IMO Policy & Procedures

- # of registration errors found per facility registration, expected result is not more than one per facility, reported and averaged monthly
- # of non-compliance infractions, expected result is not more than one per month, reported and averaged monthly

Audits (as per App 6.6 section 1.4.1.)

- % of metering installation not requiring remedial action is 95% or more, reported and averaged monthly
- % of metering installations requiring remedial action where metering data is affected is not more than 2%, reported and average monthly