

Revenue Metering Standing-Committee

Meter Communications Performance 2007

Date: 16 May 2007



- The IESO tracks and measures “failures to communicate”.
- The measure is the total number of events in a month where the IESO failed to collect metering data, for events that are under the control of the IESO.
- It excludes events that are not true communications failures, such as:
 - Meter upgrade – work in progress.
 - Meters removed from service but left in place to generate estimated data.
 - De-registrations not completed.
 - Main/Alt both counted.
 - Manual communications deliberately carried out for other reasons.
 - Maintenance outage.
 - Some error codes that are not communications.
 - Data has been collected but the meter is then called again.

- **Results**

Nov 06	Dec 06	Jan	Feb	Mar	Apr
2247*	2478*	1718	1236	1174	717

* not a true comparison as this includes failures presently excluded - but identifies the previous magnitudes.

- The following actions were taken to improve communications performance:
 - Daily analysis of failures to detect potential problems – review issues, find solutions.
 - Identified phone numbers with more than 4 meters (which causes collisions) – worked with MSPs to reduce the number.
 - Changed delay on strings until satisfactory results were achieved.
 - Tried different “connection types” with specific meters.
 - Moved meters with known problems to call cycle 77 to be called after the regular cycles.
 - Extended length of cycles so retries are within the same cycle – less opportunity for collisions.
 - Remove specific meters from automatic polling e.g. generator that generates during the day only with an alternate meter supplied from a phase.
 - Updated TIMs in the IESO system.
 - Balanced call cycles and eliminated MA, RD and SA.
 - Changed retry between calls from 15 min to 2 min.
 - Produced a spreadsheet to analyze the calls on a daily basis.

- **IESO will continue to work on improving its meter communications performance – but we are not confident that we can get much lower in daily failures.**
- **It is time to consider other options.**