

MSP Performance Measures

Revenue Meter Standing Committee

October 8, 2009



- Chapter 6, section 13.1.1.8 states:
The IESO shall monitor the performance of *metering service providers* against the performance standards set forth in the applicable *market manual*;
- MSP performance is also referenced in other sections of Chapter 6 (5.1.13.2, 5.2.3 and 5.3.1.2)
- Market Manual 3.9, Section 1.3.7 details the performance measures and standards for Metering Service Providers
- These measures and standards were developed at time of market open (2002)
- Are they appropriate today?
- Do they drive the right behaviours/activities?

- Internal review concluded that:
 - Monthly reporting process is very complex
 - Monthly reporting process is time consuming (not fully automated) and heavily dependent on internal resources (reporting of exceptions)
 - Current measures are not a true reflection of actual performance
 - Current measures do not necessarily drive the right behaviours
 - Current report does not provide, in some cases, the detail needed to identify/change behaviour
 - Current report does not provide benchmark comparison
- We decided to start from the beginning and define the appropriate measures and standards
 - Retained, redefined or removed existing measures
 - Added new measures
- IESO request feedback from RMSC regarding proposed MSP Performance Measures

- Proposed performance measures broken down into following categories:
 - Collection of meter data (2)
 - Quality of meter data (1)
 - Response to MTR's (3)
 - Market Rules, Policies and Procedures (2)
 - Registration activities (2)
- Proposed continuous improvement measures broken down into following categories:
 - MTR's (3)
 - Registration activities (2)

1. Successful Communication on First Attempt

Percentage of the attempts by the *IESO* to initiate access to the *metering data* which are successful on the first attempt. Required result is greater than or equal to 95% daily, reported as follows:

- i) Monthly report based on the average daily result; and
- ii) Monthly report based on rolling 12 month results.

2. Successful Communications

Percentage of the attempts by the *IESO* to initiate access to the *metering data* which are successful as per the *IESO*'s calling strategy. Required result is greater than or equal to 98% daily, reported as follows:

- i) Monthly report based on the average daily result; and
- ii) Monthly report based on rolling 12 month results.

3. Validated Meter Data

Percentage of validated *metering data* per *metering installation* available to the *IESO* on the next *business day*. Required result is equal to 100% daily, reported as follows:

- i) Monthly report based on the average daily result; and
- ii) Monthly report based on rolling 12 month results.

4. Meter Trouble Reports

Percentage of *meter* trouble reports for which the *IESO* agrees with the submitted resolution by the *meter service provider* and closes the meter trouble report within three business days of issuance. Required result is that the monthly average of the daily results is greater than or equal to 90%, reported as follows:

- i) Monthly report based on the response result; and
- ii) Monthly report based on rolling 12 month results.

5. Meter Trouble Reports

Number of unresolved MTRs at the Preliminary Settlement Statement date. Required result is that the month end total number of MTRs, not resolved at the Preliminary Settlement Statement, is equal to 0 MTRs, per month.

- i) Monthly report based on the month total; and
- ii) Monthly report based on rolling 12 month total.

6. Meter Trouble Reports

Number of unresolved MTRs at the Final Settlement Statement date. Required result is that the month end total number of MTRs, not resolved at the Final Settlement Statement, is equal to 0 MTRs, per month

- i) Monthly report based on the month total; and
- ii) Monthly report based on rolling 12 month total.

7. Market Rules, IESO Policy & Procedure – Registration Errors

Number of registration errors found per *metering installation and delivery point* registered. Required result is zero per month, reported as follows:

- i) Monthly report based on the total number of registration errors per *metering installation and delivery point* registered; and
- ii) Monthly report based on rolling 12 month results.

8. Market Rules, IESO Policy & Procedure – Non-compliance Infractions

Number of non-compliance infractions. Required result is zero per month, reported as follows:

- i) Monthly report based on the total number of non-compliance infractions; and
- ii) Monthly report based on rolling 12 month results.

9. Engineering Unit Reports

Percentage of Engineering Unit Reports completed within two *business days* of issuance. Required result is that the monthly average of the daily results is greater than or equal to 95%, reported as follows:

- i) Monthly report based on the response result; and
- ii) Monthly report based on rolling 12 month results.

10. Site Registration Reports

Percentage of Site Registration Reports, for energy *delivery points*, completed within two *business days* of issuance. Required result is that the monthly average of the daily results is greater than or equal to 95%, reported as follows:

- i) Monthly report based on the response result; and
- ii) Monthly report based on rolling 12 month results.

11. Meter Trouble Reports

- a) Total number of communication *meter* trouble reports issued.
- b) Total number of validation *meter* trouble reports issued.
- c) Total number of *meter* trouble reports issued.

Each measure reported as follows:

- i) Monthly report based on the total for that calendar month; and
- ii) Monthly report based on rolling 12 month results.

11. Hotline Tickets

Percentage of hotline tickets closed within ten *business days*. Recommended result is greater than or equal to 90% daily. Reported as follows:

- i) Monthly report based on the response result;
- ii) Monthly report based on rolling 12 month results.

12. Site Registration Reports

Percentage of Site Registration Reports, for transmission *delivery points*, completed within four *business days* of issuance. Recommended result is that the monthly average of the daily results is greater than or equal to 95%, reported as follows:

- i) Monthly report based on the response result;
- ii) Monthly report based on rolling 12 month results.

