

Meter Trouble Reports

Proposed Changes to Communication MTR Process

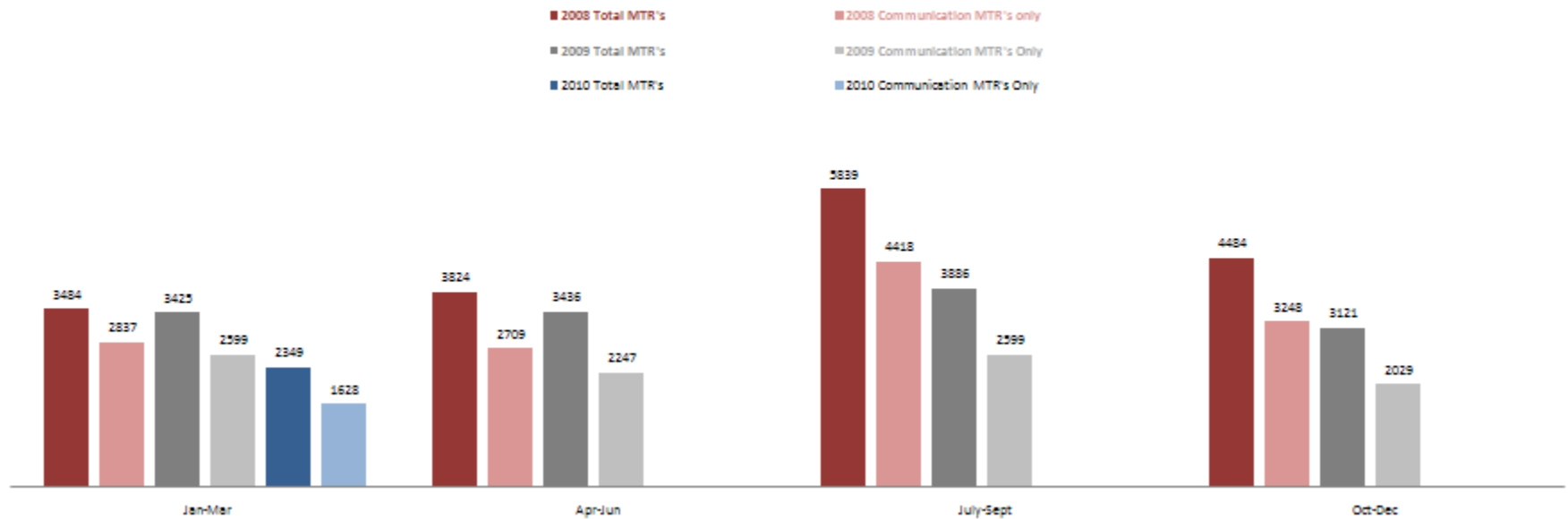
Revenue Metering Standing Committee
April 29, 2010



Introduction

- During the past 18 months, we have implemented a number of system and internal process improvements to the MV90 meter data collection system resulting in a 30% reduction in communication MTRs

Meter Trouble Report Comparison
2008-2010



Introduction

- Continued refinements result in minimal gains
 - Good housekeeping practices
 - Issues still exist but have little impact on overall performance
 - Performance reliability is maintained
- Does this mean our work is done?

Areas for Improvement

- Focus on the MTR Process (external)
 - Issuance of communication MTR's
 - MSP response to communication MTR's
 - IESO closure of communication MTR's
- Today's process
 - IESO automatically issues MTR for communication failure each day
 - For a large majority of communication MTR's, MSP responds by stating that they can successfully communicate with meter
 - IESO 's confirms successful communication and closes MTR
- Indication that nuisance MTR's continue to exist
 - Influences outside of IESO, MSP and MMP control

Study

- For period between Jan. 21, 2010 and Feb. 16, 2010, IESO reviewed meter communication performance to see how many meters had communication failures for 2 or more consecutive days

Analysis of MTRs created between January 21 to February 16, 2010														
	Thursday Jan 21	Friday Jan 22	Saturday Jan 23	Sunday Jan 24	Monday Jan 25	Tuesday Jan 26	Wednesday Jan 27	Thursday Jan 28	Friday Jan 29	Saturday Jan 30	Sunday Jan 31	Monday Feb 1	Tuesday Feb 2	Wednesday Feb 3
MTRs created on the day and reviewed the following day	14	15	8	16	22	28	14	14	19	13	11	22	31	31
MTRs issued manually on the following day - see below	4	3	4	6	15	20	2	3	10	2	6	13	8	8
	Thursday Feb 4	Friday Feb 5	Saturday Feb 6	Sunday Feb 7	Monday Feb 8	Tuesday Feb 9	Wednesday Feb 10	Thursday Feb 11	Friday Feb 12	Saturday Feb 13	Sunday Feb 14	Monday Feb 15	Tuesday Feb 16	Wednesday Feb 17
MTRs created on the day and reviewed the following day	21	15	14	8	15	12	25	8	18	14	10	16	6	
MTRs issued manually on the following business day	6	8	8	1	7	0	9	2	4	8	5	6	0	

- Study indicates that a total of 440 MTR's were created during this period
- Only 168 MTR's would be issued if we issued MTR's after the 2nd consecutive day of failure (62% reduction)

Proposed Changes

- 62% reduction in communication MTR's will result in a significant benefit to Participants, MSP's and IESO
- IESO processes/systems can be easily modified to implement new process (issue communication MTR after the 2nd consecutive day of a communication failure)
- Implementation targeted for June 1, 2010
 - Review and communicate process change with MSP's at next MSP User Group Meeting (May 20, 2010)
 - Phase 1 implementation (June 1, 2010) will include manual review and assessment of MTR by Production staff prior to issuance (similar to existing Validation MTR process)
 - Phase 2 of implementation (Aug. 1, 2010) will include automatic review and assessment of MTR prior to issuance (no Production staff intervention)

Questions

