

Meter Trouble Reports

Changes to Communication MTR Process

Revenue Metering Standing Committee
October 28, 2010

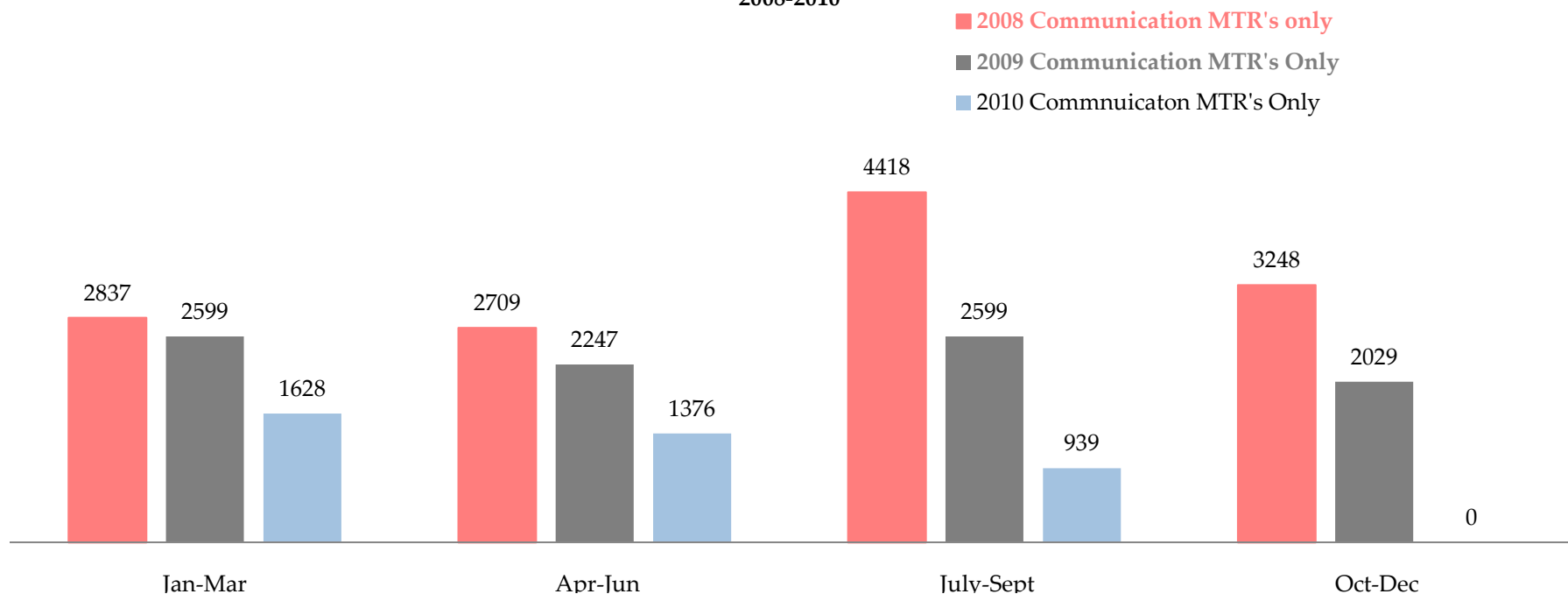


Introduction

- During the past 24 months, we have implemented a number of system and internal process improvements to the MV90 meter data collection system resulting in a significant reduction in communication MTRs from 2008.

Meter Trouble Report Comparison - Communication

2008-2010



Introduction

- IESO processes/systems can be easily modified to implement new process (issue communication MTR after the 2nd consecutive day of a communication failure)
- Implementation on June 1, 2010
 - Reviewed and communicated the process change with MSP's at last MSP User Group Meeting (May 20, 2010)
 - Phase 1 implementation (June 1, 2010) includes manual review and assessment of MTR by Production staff prior to issuance (similar to existing Validation MTR process)
 - Phase 2 of implementation (Q1 2011) will include automatic review and assessment of MTR prior to issuance (no Production staff intervention)

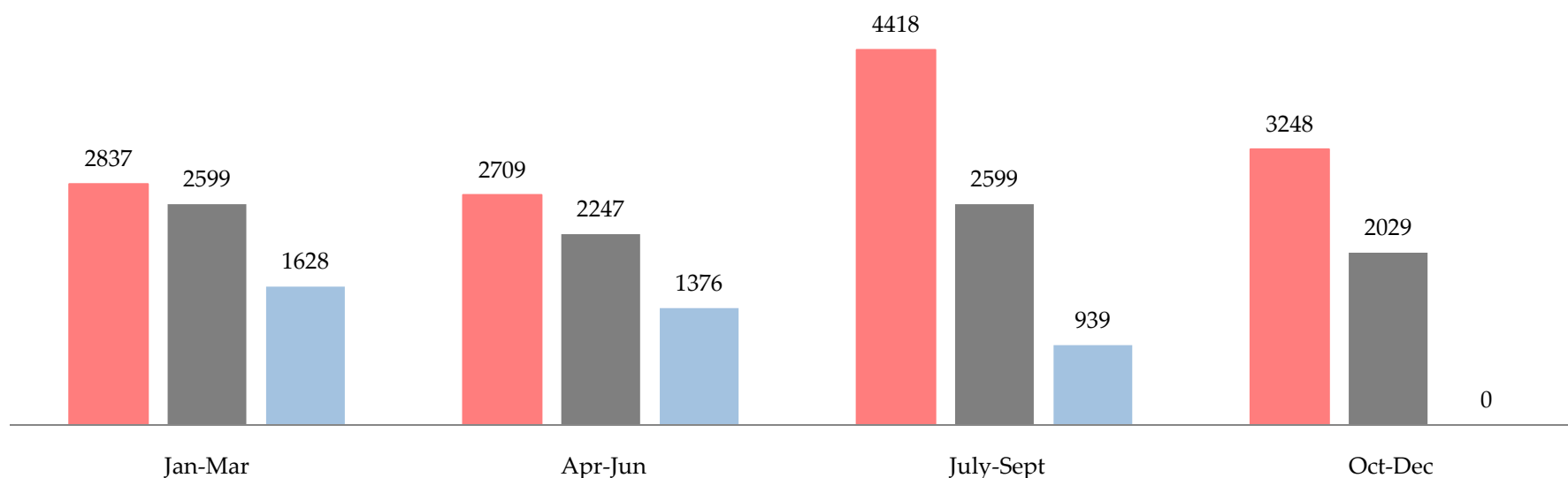
Results

- Q3 2010 demonstrates a 63.8% reduction in communication MTR's issued compared to Q3 2009.

Meter Trouble Report Comparison - Communication

2008-2010

■ 2008 Communication MTR's only
■ 2009 Communication MTR's Only
■ 2010 Commnuicaton MTR's Only



Results

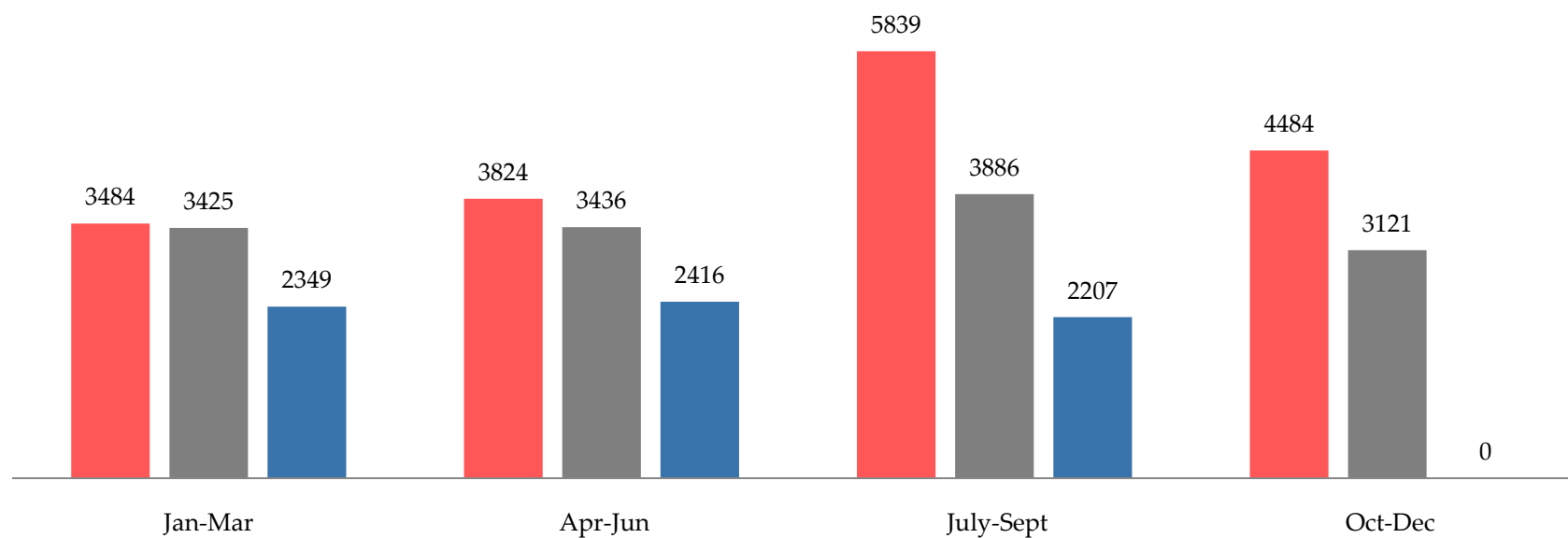
- MSP's have noticed a significant reduction in communication MTR's.
- Communication MTR's issued represent real communication problems.
- There was also a reduction in validation MTR's issued (non-communication MTR's).
- This is a result of good house keeping mentioned earlier.

All MTR's

Meter Trouble Report Comparison - All MTR's

2008-2010

- 2008 Total MTR's
- 2009 Total MTR's
- 2010 Total MTR's



MTR

Year	MTR's Issued
2008	17631
2009	13868
2010	6972 (to date) 8750 (projected)

Questions

