



July 26, 2011

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O Box 2319
27th Floor
2300 Yonge Street
Toronto ON M4P 1E4

Dear Ms. Walli:

**Re: Tillsonburg Hydro Inc. - Application for Extension to Mandated Time-of-Use
Pricing Date for Regulated Price Plan Consumers
Board File Number EB-2011-0247**

Please find enclosed Tillsonburg Hydro Inc's response to Board Staff's interrogatories respecting the above application.

Yours very truly,

A handwritten signature in cursive script that reads "Bryan K. Drinkwater".

Bryan Drinkwater
Operations Utility Manager

Tillsonburg Hydro Inc's Response to Board Staff Interrogatories
Application for Extension to Mandated Time-of-Use Pricing Date
For Regulated Price Plan Customers
EB-2011-0247
Dated July 26, 2011

Question 1(a)

Please explain in detail why Tillsonburg Hydro did not raise this concern in its monthly reports prior to filing this application.

Response to Board Staff question 1(a)

The Operations Regulatory Affairs Manager (ORAM), who was project managing the Smart Metering Initiative, resigned in May 2011. The ORAM was the one who had previously filed the monthly reports, and this position has yet to be filled. Unfortunately, the ORAM did not raise the concerns with Senior Management until May 2011.

Question 1(b)

Given that Tillsonburg Hydro's mandatory TOU date is June 2011, please explain in detail why it did not file its extension application until June 21, 2011, including copies of documentation (e.g., briefing notes/report/etc.) regarding the timeline of Tillsonburg Hydro's decision to file an extension application.

Response to Board Staff question 1(b)

Tillsonburg Hydro Inc. did not realize there would be an issue on switching to Time-of-Use until just prior to the ORAM's resignation. Senior Management attempted to determine a solution other than an extension, however, ultimately, an extension needed to be filed. The ORAM incumbent was confident that the software conversion issues would be resolved by the third party contractor to meet the June 2011 deadline.

Question 1(c)

Given that Tillsonburg Hydro transitioned to production on November 1, 2010, please explain in detail why it has failed to complete "testing and training of staff in our Customer Service and Billing areas," including copies of documentation (e.g., briefing notes/reports/etc.) of when this issue was identified as a concern with respect to TOU implementation.

Response to Board Staff question 1(c)

The Utility Revenue Coordinator, who was managing the testing and training of staff in our Customer Service and Billing areas resigned in April 2011. This resignation has left a void in the affected areas. While the position has subsequently been filled, learning is

still taking place to fill this void. Training will occur coincident with resolving Time-of-Use technology related issues as discussed in the response to question 3(b).

Questions 1(d)

Given that Tillsonburg Hydro transitioned to production on November 1, 2010, please explain in detail how Tillsonburg's failure to complete "testing and training of staff in our Customer Service and Billing areas" represents extraordinary and unanticipated circumstances related to the implementation of TOU billing.

Response to Board Staff question 1(d)

The organization has been working with their third party carrier to resolve technology issues. The resignation of the Utility Revenue Coordinator left a void in the affected areas which while the position has subsequently been filled; learning is still taking place to fill this void. The technology issues continue to cause issues for the organization.

Question 2(a)

Please explain in detail why Tillsonburg Hydro did not raise this concern in its monthly reports prior to filing this application.

Response to Board Staff question 2(a)

The Operations Regulatory Affairs Manager (ORAM), who was project managing the Smart Metering Initiative, resigned in May 2011. The ORAM was the one who had previously filed the monthly reports, and this position has yet to be filled. Concerns were not brought to Senior Management's attention until just prior to the ORAM's resignation.

Question 2(b)

Given that Tillsonburg Hydro transitioned to production on November 1, 2010, please explain in detail how these regulatory requirements "have had an impact on THI's project schedule for transitioning to TOU," including copies of documentation (e.g., briefing notes/reports/etc.) of why and when the other requirements were identified as a concern with respect to TOU implementation.

Response to Board Staff question 2(b)

With the Utility Revenue Coordinator resigning in April 2011, remaining staff had to backfill the position requirements such as the implementation of new Customer Service Standards, the Ontario Clean Energy Benefit and Billing Rates. Training of new staff on the regulatory requirements had a negative impact on Tillsonburg Hydro Inc's project schedule for transitioning to Time-of-Use. The training issues were more challenging given the ongoing technology issues. This full scope of the issues was not realized until May 2011.

Question 2(c)

Given that Tillsonburg Hydro transitioned to production on November 1, 2010, please explain in detail how these other requirements represent extraordinary and unanticipated circumstances related to the implementation of TOU billing.

Response to Board Staff question 2(c)

With the Utility Revenue Coordinator resigning in April 2011, remaining staff had to backfill the position requirements such as the implementation of new Customer Service Standards, the Ontario Clean Energy Benefit and Billing Rates. Training of new staff on the regulatory requirements had a negative impact on Tillsonburg Hydro Inc's project schedule for transitioning to Time-of-Use.

Question 3(a)

Please explain in detail why Tillsonburg Hydro did not raise this concern in its monthly reports prior to filing this application.

Response to Board Staff question 3(a)

The Operations Regulatory Affairs Manager (ORAM), who was project managing the Smart Metering Initiative, resigned in May 2011. The ORAM position was responsible for the monthly reporting. This concern was not raised earlier because the employee who previously held this position was planning on manual "work a rounds" on a temporary basis until the technology issues were resolved.

Question 3(b)

Given that Tillsonburg Hydro transitioned to production on November 1, 2010, please explain in detail the "technology related issues to be resolved," including copies of documentation (e.g., briefing notes/reports/etc.) of when these issues were identified, copies of correspondence with Tillsonburg's CIS vendor regarding the issues, the steps Tillsonburg has taken to resolve these issues, and the timelines for resolution.

Response to Board Staff question 3(b)

Technology related issues are:

Harris - Northstar

- Meter point & index number issues.
- Switching to Time-of-Use functionality. This is not working completely in Harris which means customers would have to be switched over manually one at a time.
- Customer web presentment tool is not finished. It was our hope to have this developed and rolled out to customers at least two months prior to transitioning to Time-of-Use.

Harris-MeterSense (ODS)

- MeterSense is not picking up meter changes/installs/removals completed in Harris. Have to add meter changes/installs/removals manually.

- MeterSense not creating CMEP files to send to the MDM/R when requested by Tillsonburg Hydro Inc. which is needed to send correct information for data validation.
- MeterSense poor performance issues
- Problems with Elster meters and power outages. MeterSense is creating CMEP files back to the date of the meter installation which causes thousands of requests to be generated which are unmanageable and unnecessary.

Meter Communication Problems.

- Tillsonburg Hydro Inc. is still struggling to achieve required meter reading communications.

Question 4(a)

Please explain in detail why Tillsonburg Hydro did not raise this concern in its monthly reports prior to filing this application.

Response to Board Staff question 4 (a)

The Operations Regulatory Affairs Manager (ORAM), who was project managing the Smart Metering Initiative, resigned in May 2011. The ORAM was the one who had previously filed the monthly reports, and this position has yet to be filled.

Question 4(b)

Please explain in detail how a behind schedule customer education program represents extraordinary and unanticipated circumstances related to the implementation of TOU billing.

Response to Board Staff question 4 (b)

Customer web presentment, along with informational meetings and materials are key components to customer education. This will make the transition to Time-of-Use more seamless for our customers and create less need for customer service at the time of cut over.

Question 4(c)

Please provide a description of all smart meter and TOU communications Tillsonburg Hydro has issued to its customers over the last two years. Please explain why Tillsonburg Hydro has failed to provide these customers with materials containing sufficient information to prepare them for TOU implementation.

Response to Board Staff question 4 (c)

Tillsonburg Hydro Inc. has included in its utility billings the "OEB Take Charge" flyer in 2010 and 2011. There are copies of "Getting Smart About Smart Meters Answer Book" at the front counter of the Customer Service Centre for customers. Pamphlets

were also handed out in March of 2010 & 2011 to customers with information regarding Smart Meters.

Due to the loss of key staff and the issues around the customer web presentment; customer education has fallen behind schedule.

BOARD STAFF QUESTION 3(b)
ATTACHEMENTS

eSupport

Support Call #: 712124

Current Status: Customer Info Required

Opened For: Rob Skevington
Opened On: 29-Dec-2010 08:41 AM EST
Last Recorded Activity: 13-May-2011 12:07 PM EST
Product: NS-HARRIS-60

Priority: High
Opened_By: Rob Skevington (via eSupport)

Currently Assigned To: Brian Ladd

Call Attachments (3):
Meter Point Issues_Dec 24 2010.xls uploaded by Rob
Meter Point Issues_Feb 23 2011.xls uploaded by Rob
Meter Point Issues_Feb 23 2011_new.xls uploaded by Rob

Total time spent on call: 1.03 hours

Call Summary

Smart Meter - Meter Point Issues

Event History

Added By: CONDUCTOR
Add Date: 29-Dec-2010 08:41 AM EST

Summary:
Smart Meter - Meter Point Issues

Details:

Now that we are virtually fully deployed with Smart Meters, we have performed an audit of Meter Types and Electric Meter Maintenance. This review has uncovered some issues that need to be corrected ASAP. Some issues are consistency related where others are due to incorrect installation due to issues with mCare and/or NS during our implementation.

Thanks,
Rob Version Entered: 6.2.9

Added By: Brian Ladd
Add Date: 31-Dec-2010 02:32 PM EST

Summary:
Reviewed attachments

Details:

I have reviewed the attachments and we should be able to make the necessary updates. I will review their data to confirm. (BL)

Added By: eSupport
Add Date: 14-Jan-2011 09:20 AM EST

Summary:
Update

Details:

Brian,

Do you have an update on this issue?

Thanks,

Rob

Added By: eSupport

Summary:

Add Date: 26-Jan-2011 03:25 PM EST Update

Details:

Brian,

I would really like to get this cleaned up ASAP...do you have a date when this could be done?

Rob

Added By: eSupport

Summary:

Add Date: 09-Feb-2011 01:36 PM EST

Update

Details:

Same as before...can we please get a status update?

Rob

Added By: Brian Ladd

Summary:

Add Date: 16-Feb-2011 12:08 PM EST

Sen e-mail to Rob

Details:

I sent an e-mail to Rob that I have this in my schedule for Thursday Feb 17th. I will follow-up then. (BL)

Added By: Brian Ladd

Summary:

Add Date: 17-Feb-2011 11:07 AM EST

Logged in to review

Details:

I completed the necessary set-ups to be ready to make the changes. Some of the affected meters are in billing and/or meter reading and it would be better for them to not be in process in order to minimize the risk of something failing as a result of the updates. I called and left a message for Rob to discuss. (BL)

Added By: eSupport

Summary:

Add Date: 23-Feb-2011 02:16 PM EST

Update

Details:

Brian,

I'm attaching a revised listing of affected meters. I don't think much has changed from the previous list provided but better safe than sorry!

I'm not available this afternoon and am out tomorrow. Could we connect on Friday to discuss?

Thanks,

Rob

Added By: eSupport Summary:
Add Date: 28-Feb-2011 02:58 PM EST Updated Listing with possible change dates
Details:

Brian,

We've reviewed the listing and added possible dates for changes to be made in NS.

Will this work for you?

Rob

Added By: eSupport Summary:
Add Date: 09-Mar-2011 01:59 PM EST Update
Details:

Brian,

Are the proposed dates in our last attachment workable for you?

Thanks

Rob

Added By: eSupport Summary:
Add Date: 29-Mar-2011 08:18 AM EST Update
Details:

Brian,

Haven't heard from you regarding our latest attachment. Based on our proposed schedule, you can make some changes immediately.

Can you please try and fit these dates into your schedule so we can get these meter point issues resolved?

Thanks,

Rob

Added By: eSupport Summary:
Add Date: 07-Apr-2011 09:26 AM EST ETA

Details:

Brian,

Do we have an ETA on this issue?

Rob

Added By: eSupport

Summary:

Add Date: 04-May-2011 10:31 AM EST

Update

Details:

Brian,

Do we have any update on this issue?

Rob

Added By: eSupport

Summary:

Add Date: 13-May-2011 12:07 PM EST

Update

Details:

Brian,

I would really like to get these issues resolved ASAP. Can we please get an ETA on this?

Thanks,

Rob

ACCOUNT_NO	OCCUPANT_CODE	CYCLE	METER_NO	METER_TYPE	DESCRIPTION	INSTALL_DATE	BILL_TV	METER_P	BILL_TV	INDEX_N	METER_MULT	BILL_MT	ISSUE	Correct Value(s)	Date Range for Changes
2410400	1	1	TB6 9503	A3RLC10	SM-A3RL-3P 4W 2.5E 480V 10A LP	Jan/17/2006	6	2	2		1	100	Meter Point	2	
2410400	1	1	TB6 9503	A3RLC10	SM-A3RL-3P 4W 2.5E 480V 10A LP	Jan/17/2006	6	3	3		1	100	Meter Point	3	
408629	6	1	TB6 9090	REXCJ200	SM-RIS FORM 25 240V 200A	Feb/10/2011	1	0	1	1	1	1	Meter Point	1	
407800	1	2	TB6 9398	REXCJ200	SM-RIS FORM 25 240V 200A	Oct/29/2005	1	2	1	1	1	1	Meter Point	1	
2781978	1	3	TB60010947	R2SF35	SM-R2S FORM 35 240V 20A	Jan/25/2010	1	2	1	1	1	120	Meter Point	1	
300808	2	2	TB60010950	R2SF35	SM-R2S FORM 35 240V 20A	Jan/25/2010	1	2	1	1	1	80	Meter Point	1	
2781980	2	3	TB60014025	A3RLF65	SM-Node 3 el Self Contained	Jun/25/2010	6	3	1	1	1	1	Meter Point	1	
2781980	2	3	TB60014025	A3RLF65	SM-Node 3 el Self Contained	Jun/25/2010	6	4	2	2	1	1	Meter Point	2	
600277	2	3	TB60014025	A3RLF65	SM-Node 3 el Self Contained	Jun/25/2010	6	5	3	3	1	1	Meter Point	3	
600277	2	6	TB60011390	A3RLF10A	SM-Node 3el Xformer	Apr/30/2010	6	2	2		1	90	Meter Point	2	
2883055	2	6	TB60011392	A3RLF10A	SM-Node 3el Xformer	Apr/30/2010	6	3	3		1	90	Meter Point	3	
2883055	2	6	TB60011392	A3RLF10A	SM-Node 3el Xformer	Apr/30/2010	6	2	2		1	120	Meter Point	2	
2782170	1	6	TB60010973	R2SF35	SM-R2S FORM 35 240V 20A	Jan/21/2010	1	2	1	1	1	120	Meter Point	3	
2410900	7	6	TB60011108	A3RLF36A	SM-Node 2.5el Xformer	Feb/25/2010	6	2	1	1	1	40	Meter Point	1	
2410900	7	6	TB60011108	A3RLF36A	SM-Node 2.5el Xformer	Feb/25/2010	6	3	1	1	1	80	Meter Point	1	
2410900	7	6	TB60011108	A3RLF36A	SM-Node 2.5el Xformer	Feb/25/2010	6	4	2	2	1	80	Meter Point	2	
2410360	1	7	TB60010966	R2SF35	SM-R2S FORM 35 240V 20A	Jan/28/2010	1	2	1	1	1	120	Meter Point	1	
2580635	1	7	TB60011109	A3RLF36A	SM-Node 2.5el Xformer	Mar/3/2010	6	2	1	1	1	40	Meter Point	1	
2580635	1	7	TB60011109	A3RLF36A	SM-Node 2.5el Xformer	Mar/3/2010	6	3	2	2	1	40	Meter Point	2	
2580635	1	7	TB60011109	A3RLF36A	SM-Node 2.5el Xformer	Mar/3/2010	6	4	3	3	1	40	Meter Point	3	
2782205	1	7	TB60011132	A3RLF36A	SM-Node 2.5el Xformer	Mar/5/2010	6	2	1	1	1	40	Meter Point	1	
2782205	1	7	TB60011132	A3RLF36A	SM-Node 2.5el Xformer	Mar/5/2010	6	3	2	2	1	40	Meter Point	2	
2782205	1	7	TB60011132	A3RLF36A	SM-Node 2.5el Xformer	Mar/5/2010	6	4	3	3	1	40	Meter Point	3	
2580655	3	7	TB60013335	A3RLF65	SM-Node 3 el Self Contained	Jul/2/2010	6	2	1	1	1	1	Meter Point	1	
2580655	3	7	TB60013335	A3RLF65	SM-Node 3 el Self Contained	Jul/2/2010	6	3	2	2	1	1	Meter Point	2	
2580480	1	8	TB60010954	R2SF35	SM-R2S FORM 35 240V 20A	Jan/26/2010	1	2	1	1	1	40	Meter Point	1	
2681355	1	8	TB60010961	R2SF35	SM-R2S FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	40	Meter Point	1	
2580800	2	8	TB60011113	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	2	1	1	1	30	Meter Point	1	
2580800	2	8	TB60011113	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	3	2	2	1	30	Meter Point	2	
2580800	2	8	TB60011113	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	4	3	3	1	30	Meter Point	3	
2410910	1	8	TB60011115	A3RLF36A	SM-Node 2.5el Xformer	Feb/12/2010	6	2	1	1	1	40	Meter Point	1	
2410910	1	8	TB60011115	A3RLF36A	SM-Node 2.5el Xformer	Feb/12/2010	6	3	2	2	1	40	Meter Point	2	
2410910	1	8	TB60011115	A3RLF36A	SM-Node 2.5el Xformer	Feb/12/2010	6	4	3	3	1	40	Meter Point	3	
2410250	3	8	TB60011116	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	3	1	1	1	180	Meter Point	1	
2410250	3	8	TB60011116	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	4	2	2	1	180	Meter Point	2	
2410230	1	8	TB60011117	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	3	1	1	1	360	Meter Point	1	
2410230	1	8	TB60011117	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	4	2	2	1	360	Meter Point	2	
2580550	4	8	TB60011120	A3RLF36A	SM-Node 2.5el Xformer	Mar/3/2010	6	2	1	1	1	360	Meter Point	3	
2580550	4	8	TB60011120	A3RLF36A	SM-Node 2.5el Xformer	Mar/3/2010	6	3	2	2	1	40	Meter Point	1	
2580550	4	8	TB60011120	A3RLF36A	SM-Node 2.5el Xformer	Mar/3/2010	6	4	3	3	1	40	Meter Point	2	
2410220	1	8	TB60011122	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	2	1	1	1	240	Meter Point	1	
2410220	1	8	TB60011122	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	3	2	2	1	240	Meter Point	2	
2410220	1	8	TB60011122	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	4	3	3	1	240	Meter Point	3	
2410240	3	8	TB60011123	A3RLF36A	SM-Node 2.5el Xformer	Mar/4/2010	6	3	1	1	1	360	Meter Point	1	

March 25
to
March 31

ACCOUNT_NO	OCCUPANT_CODE	CYCLE	METER_NO	METER_TYPE	DESCRIPTION	INSTALL_DATE	BILL_TY PE	METER_P QINT	BILL_TY PE	INDEX UM	METER MULT	BILL_MU LT	ISSUE	Correct Value(s)	Date Range for Changes
2410240	3	8	TB60011123	A3RLF6A	SM-Node 2, Self Xformer	Mar/4/2010	6	4	2	2	1	360	Meter Point	2	
2410240	3	8	TB60011123	A3RLF6A	SM-Node 2, Self Xformer	Mar/4/2010	6	5	3	3	1	360	Meter Point	3	
2580810	1	8	TB60011138	A3RLF6A	SM-Node 2, Self Xformer	Feb/23/2010	6	2	1	1	1	60	Meter Point	1	
2580810	1	8	TB60011138	A3RLF6A	SM-Node 2, Self Xformer	Feb/23/2010	6	3	2	2	1	60	Meter Point	2	
2580810	1	8	TB60011138	A3RLF6A	SM-Node 2, Self Xformer	Feb/23/2010	6	4	3	3	1	60	Meter Point	3	
2410210	2	8	TB60014014	A3RLF65	SM-Node 3 el Self Contained	Jul/16/2010	6	3	1	1	1	1	Meter Point	1	
2410210	2	8	TB60014014	A3RLF65	SM-Node 3 el Self Contained	Jul/16/2010	6	4	2	2	1	1	Meter Point	2	
2410210	2	8	TB60014014	A3RLF65	SM-Node 3 el Self Contained	Jul/16/2010	6	5	3	3	1	1	Meter Point	3	
2580443	1	8	TB60013336	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580440	3	8	TB60013337	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580890	2	8	TB60013338	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580895	5	8	TB60013339	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580760	1	8	TB60014002	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580760	1	8	TB60014003	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2680305	2	8	TB60014004	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580830	2	8	TB60014005	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580536	3	8	TB60014006	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580471	9	8	TB60014007	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580755	1	8	TB60014008	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580535	4	8	TB60014009	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2681430	2	8	TB60014690	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2681410	4	8	TB60014692	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2681405	1	8	TB60014693	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2680960	4	8	TB60014702	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2680965	7	8	TB60014703	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2681025	5	8	TB60014704	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2680925	3	8	TB60014705	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2680915	1	8	TB60014709	A3RLF65	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580520	2	8	TB60014710	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580525	1	8	TB60014711	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2683030	1	8	TB60014712	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2683020	2	8	TB60014713	A3RLF65	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580045	1	8	TB60014719	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2580040	3	8	TB60014721	A3RLF65	SM-Node 3 el Self Contained	Sep/9/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	

ACCOUNT_NO	OCCUPANT_CODE	CYCLE	METER_NO	METER_TYPE	DESCRIPTION	INSTALL_DATE	BILL_TY	METER_P_OUNT	BILL_TY	INDEX_UM	METER_MULT	BILL_LT	MU	ISSUE	Correct Value(s)	Date Range for Changes
202280	2	9	TB0010246	R2SF25	SM-R25 FORM 25 240V 200A	Dec/16/2009	1	2	1	1	1	1	1	Meter Point	1	
2681495	1	9	TB0010972	R2SF35	SM-R25 FORM 35 240V 20A	Jan/21/2010	1	2	1	1	1	1	1	Meter Point	1	
2782030	1	9	TB0011013	A3RLF36A	SM-Node 2, Self Xformer	Feb/1/2010	6	2	1	1	1	1	1	Meter Point	1	
2782030	1	9	TB0011013	A3RLF36A	SM-Node 2, Self Xformer	Feb/1/2010	6	3	2	2	1	1	1	Meter Point	2	
2782030	1	9	TB0011013	A3RLF36A	SM-Node 2, Self Xformer	Feb/1/2010	6	4	3	3	1	1	1	Meter Point	3	
2782070	1	10	TB0011398	A3RLF10A	SM-Node 3el Xformer	Jul/30/2010	6	2	2	2	1	1	1	Meter Point	2	
2782070	1	10	TB0011398	A3RLF10A	SM-Node 3el Xformer	Jul/30/2010	6	3	3	3	1	1	1	Meter Point	3	
204320	4	10	TB0010639	R2SF25	SM-R25 FORM 25 240V 200A	Jan/15/2010	1	2	1	1	1	1	1	Meter Point	1	
305170	3	10	TB0014038	R2SF25	SM-R25 FORM 25 240V 200A	Jul/30/2010	1	3	1	1	1	1	1	Meter Point	1	
305170	3	10	TB0014594	R2SF25	SM-R25 FORM 25 240V 200A	Jul/30/2010	1	2	1	1	1	1	1	Meter Point	1	
1100972	1	11	TB0016180	A3RLF10A	SM-Node 3el Xformer	Oct/19/2010	6	2	2	1	1	1	1	Meter Point	2	
1100972	1	11	TB0016180	A3RLF10A	SM-Node 3el Xformer	Oct/19/2010	6	3	3	3	1	1	1	Meter Point	3	
2781800	3	11	TB0011419	A3RLF16S	SM-Node 3 el Self Contained	Sep/10/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781805	1	11	TB0011420	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781816	2	11	TB0014694	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781866	4	11	TB0014695	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781815	1	11	TB0014696	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781815	2	11	TB0014697	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781868	1	11	TB0014698	A3RLF16S	SM-Node 3 el Self Contained	Sep/14/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781865	1	11	TB0014699	A3RLF16S	SM-Node 3 el Self Contained	Sep/14/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781870	1	11	TB0014700	A3RLF16S	SM-Node 3 el Self Contained	Sep/14/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781867	1	11	TB0014701	A3RLF16S	SM-Node 3 el Self Contained	Sep/14/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781808	2	11	TB0014706	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781817	5	11	TB0014707	A3RLF16S	SM-Node 3 el Self Contained	Sep/13/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781826	5	11	TB0015399	A3RLF16S	SM-Node 3 el Self Contained	Oct/5/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781825	3	11	TB0015400	A3RLF16S	SM-Node 3 el Self Contained	Oct/5/2010	6	1	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2781840	3	12	TB0010936	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	1	Meter Point	1	
2781845	3	12	TB0010937	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	1	Meter Point	1	
2781740	1	12	TB0010943	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	1	Meter Point	1	
2781755	1	12	TB0010944	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	1	Meter Point	1	
2781670	3	12	TB0010955	R2SF35	SM-R25 FORM 35 240V 20A	Jan/19/2010	1	2	1	1	1	1	1	Meter Point	1	
2781665	3	12	TB0010957	R2SF35	SM-R25 FORM 35 240V 20A	Jan/19/2010	1	2	1	1	1	1	1	Meter Point	1	
2781630	2	12	TB0010960	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	1	Meter Point	1	
2781625	2	12	TB0010962	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	1	Meter Point	1	
2410150	2	12	TB0010969	R2SF35	SM-R25 FORM 35 240V 20A	Jan/21/2010	1	2	1	1	1	1	1	Meter Point	1	
2781907	1	13	TB0010964	R2SF35	SM-R25 FORM 35 240V 20A	Jan/26/2010	1	2	1	1	1	1	1	Meter Point	1	
2781900	1	13	TB0010988	R2SF35	SM-R25 FORM 35 240V 20A	Jan/21/2010	1	2	1	1	1	1	1	Meter Point	1	

April 1
to
April 12

ACCOUNT_NO	OCCUPANT_CODE	CYCLE	METER_NO	METER_TYPE	DESCRIPTION	INSTALL_DATE	BILL_TV	METER_P	BILL_TV	INDEX_N	METER_MULT	BILL_MU	ISSUE	Correct Value(s)	Date Range for Changes
2883420	5	15	TB60016298	A3RLF65	SM-Node 3 el Self Contained	Nov/18/2010	6	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
614370	2	16	TB60011449	R2SF25	SM-R25 FORM 25 240V 200A	Apr/22/2010	1	3	1	1	1	1	Meter Point	1	
614370	2	16	TB60011492	R2SF25	SM-R25 FORM 25 240V 200A	Apr/22/2010	1	2	1	1	1	1	Meter Point	1	
2410530	1	17	TB60011408	A3RLF36A	SM-Node 2.5el Xformer	May/13/2010	6	2	2	1	1	1	Meter Point	2	
2410530	1	17	TB60011408	A3RLF36A	SM-Node 2.5el Xformer	May/13/2010	6	3	3	1	1	1	Meter Point	3	
2882875	1	17	TB60011009	A3RLF36A	SM-Node 2.5el Xformer	Feb/21/2010	6	2	1	1	1	1	Meter Point	1	
2882875	1	17	TB60011009	A3RLF36A	SM-Node 2.5el Xformer	Feb/21/2010	6	3	2	2	1	1	Meter Point	2	
2882875	1	17	TB60011009	A3RLF36A	SM-Node 2.5el Xformer	Feb/21/2010	6	4	3	3	1	1	Meter Point	3	
2882885	1	17	TB60011121	A3RLF36A	SM-Node 2.5el Xformer	Mar/11/2010	6	2	1	1	1	1	Meter Point	1	
2882885	1	17	TB60011121	A3RLF36A	SM-Node 2.5el Xformer	Mar/11/2010	6	3	2	2	1	1	Meter Point	2	
2882885	1	17	TB60011121	A3RLF36A	SM-Node 2.5el Xformer	Mar/11/2010	6	4	3	3	1	1	Meter Point	3	
2410020	1	17	TB60011135	A3RLF36A	SM-Node 2.5el Xformer	Mar/8/2010	6	2	1	1	1	1	Meter Point	1	
2410020	1	17	TB60011135	A3RLF36A	SM-Node 2.5el Xformer	Mar/8/2010	6	3	2	2	1	1	Meter Point	2	
2410020	1	17	TB60011135	A3RLF36A	SM-Node 2.5el Xformer	Mar/8/2010	6	4	3	3	1	1	Meter Point	3	
1431830	2	17	TB60016277	R2SF25	SM-R25 FORM 25 240V 200A	Nov/23/2010	1	2	1	1	1	1	Meter Point	1	
2882593	1	17	TB60016305	A3RLF65	SM-Node 3 el Self Contained	Nov/11/2010	5	1	1	1	1	1	Missing Meter Pts	Add: 2 & 3	
2882800	2	18	TB60010959	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	Meter Point	1	
2983780	1	19	TB60010945	R2SF35	SM-R25 FORM 35 240V 20A	Jan/20/2010	1	2	1	1	1	1	Meter Point	1	
2410570	1	19	TB60010952	R2SF35	SM-R25 FORM 35 240V 20A	Jan/26/2010	1	2	1	1	1	1	Meter Point	1	
2983820	2	19	TB60011111	A3RLF36A	SM-Node 2.5el Xformer	Feb/24/2010	6	2	1	1	1	1	Meter Point	1	
2983820	2	19	TB60011111	A3RLF36A	SM-Node 2.5el Xformer	Feb/24/2010	6	3	2	2	1	1	Meter Point	2	
2983820	2	19	TB60011111	A3RLF36A	SM-Node 2.5el Xformer	Feb/24/2010	6	4	3	3	1	1	Meter Point	3	
2983680	2	19	TB60011136	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	2	1	1	1	1	Meter Point	1	
2983680	2	19	TB60011136	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	3	2	2	1	1	Meter Point	2	
2983680	2	19	TB60011136	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	4	3	3	1	1	Meter Point	3	
2983695	2	19	TB60011137	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	2	1	1	1	1	Meter Point	1	
2983695	2	19	TB60011137	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	3	2	2	1	1	Meter Point	2	
2983695	2	19	TB60011137	A3RLF36A	SM-Node 2.5el Xformer	Feb/23/2010	6	4	3	3	1	1	Meter Point	3	
2410760	1	20	TB60011393	A3RLF10A	SM-Node 3el Xformer	Jun/22/2010	6	2	2	2	1	1	Meter Point	2	
2410760	1	20	TB60011393	A3RLF10A	SM-Node 3el Xformer	Jun/22/2010	6	3	3	3	1	1	Meter Point	3	
2000879	1	20	TB60011396	A3RLF10A	SM-Node 3el Xformer	Jun/22/2010	6	2	2	2	1	1	Meter Point	2	
2000879	1	20	TB60011396	A3RLF10A	SM-Node 3el Xformer	Jun/22/2010	6	3	3	3	1	1	Meter Point	3	
2410610	2	20	TB60011415	A3RLF36A	SM-Node 2.5el Xformer	Apr/28/2010	6	2	2	2	1	1	Meter Point	2	
2983483	2	20	TB60012605	A3RLF16S	SM-Node 3 el Self Contained	Jun/18/2010	6	2	2	2	1	1	Meter Point	2	
2983483	2	20	TB60012605	A3RLF16S	SM-Node 3 el Self Contained	Jun/18/2010	6	3	3	3	1	1	Meter Point	3	
2410740	1	20	TB60013307	A3RLF36S	SM-Node 2.5el Xformer	Jul/29/2010	6	2	2	2	1	1	Meter Point	2	
2410740	1	20	TB60013307	A3RLF36S	SM-Node 2.5el Xformer	Jul/29/2010	6	3	3	3	1	1	Meter Point	3	
2983480	1	20	TB60016178	R25600FKV	SM-R25 FORM 125 600V 200A	Dec/16/2010	4	2	2	2	1	1	Meter Point	2	
298340	2	20	TB60010997	A3RLF35A	SM-Node 2el Xformer	Feb/8/2010	6	3	1	1	1	1	Meter Point	1	
298340	2	20	TB60010997	A3RLF35A	SM-Node 2el Xformer	Feb/8/2010	6	4	2	2	1	1	Meter Point	2	
2983417	5	20	TB60011984	A3RLF36A	SM-Node 2.5el Xformer	Apr/28/2010	6	4	1	1	1	1	Meter Point	1	
2983417	5	20	TB60011984	A3RLF36A	SM-Node 2.5el Xformer	Apr/28/2010	6	5	2	2	1	1	Meter Point	2	
3100874	1	20	TB60014030	A3RLF65	SM-Node 3 el Self Contained	Jun/24/2010	6	2	1	1	1	1	Meter Point	1	
3100874	1	20	TB60014030	A3RLF65	SM-Node 3 el Self Contained	Jun/24/2010	6	3	2	2	1	1	Meter Point	2	
3100874	1	20	TB60014030	A3RLF65	SM-Node 3 el Self Contained	Jun/24/2010	6	4	3	3	1	1	Meter Point	3	

April 13
to
April 19

ACCOUNT_NO	OCCUPANT CODE	CYCLE	METER_NO	METER_TYPE	DESCRIPTION	INSTALL_DATE	BILL_TY PE	METER_P OINT	BILL_TY PE	INDEX_N UM	METER MULT	BILL_MU LT	ISSUE	Correct Value(s)	Date Range for Changes
2410700	1	20	TB60011003	A3RLF35A	SM-Node 2el Xformer	Feb/8/2010	6	2	3	3	1	600	Meter Point & Bill Type	2	
2410700	1	20	TB60011003	A3RLF35A	SM-Node 2el Xformer	Feb/8/2010	6	3	2	2	1	600	Meter Point & Bill Type	3	
2983330	3	21	TB60010984	R25F35	SM-R25 FORM 35 240V 20A	Feb/2/2010	1	2	1	1	1	40	Meter Point	1	
2410070	7	21	TB60011008	A3RLF36A	SM-Node 2.5el Xformer	Feb/5/2010	6	3	1	1	1	200	Meter Point	1	
2410070	7	21	TB60011008	A3RLF36A	SM-Node 2.5el Xformer	Feb/5/2010	6	4	2	2	1	200	Meter Point	2	
2410070	7	21	TB60011008	A3RLF36A	SM-Node 2.5el Xformer	Feb/5/2010	6	5	3	3	1	200	Meter Point	3	
2410000	1	21	TB60011112	A3RLF36A	SM-Node 2.5el Xformer	Feb/22/2010	6	2	1	1	1	120	Meter Point	1	
2410000	1	21	TB60011112	A3RLF36A	SM-Node 2.5el Xformer	Feb/22/2010	6	3	2	2	1	120	Meter Point	2	
2410000	1	21	TB60011112	A3RLF36A	SM-Node 2.5el Xformer	Feb/22/2010	6	4	3	3	1	120	Meter Point	3	

eSupport

Support Call #: 767053

Current Status: Confirm Resolution

Opened For: Rob Skevington
Opened On: 19-May-2011 12:49 PM EST
Last Recorded Activity: 22-Jun-2011 12:07 PM EST

Priority: High
Opened_By: Rob Skevington (via eSupport)

Product: NS-HARRIS-60-TEST

Currently Assigned To: Samantha Carless

Call Attachments (2): Switch to TOU Issues.doc
uploaded by Rob
Switch to TOU Issues_May 20
2011.doc uploaded by Rob

Total time spent on call: 1.48 hours

Call Summary

Switch to TOU Functionality

Event History

Added By: CONDUCTOR
Add Date: 19-May-2011 12:49 PM EST

Summary:
Switch to TOU Functionality

Details:

Please see the attached.

We are in the process of testing the Switch to TOU Functionality but are not getting the required results.

Issues:

Service Bill Code not changing from 10 to 11

TOU Bill Codes not populating on Electric Meter Positions screen.

Not sure if an issue with the process or if an issue with how we are using the process.

Thanks,

Rob Version Entered: 6.2.9

Added By: Samantha Carless
Add Date: 19-May-2011 03:42 PM EST

Summary:
Switch to tou

Details:

New version of switch to tou applied, you do need to set the keyvalue
MDMR2TOUSERVBC, the value needs to be what you are using for your service bill code.

Added By: eSupport
Add Date: 20-May-2011 08:24 AM EST

Summary:
Update

Details:

Samantha,

Did you add this to Test or Live?

If Test; it appears that the conversion of the Service BC and TOU Time Band Bill Codes is still not working...please see the attached.

Not sure if something we are doing wrong or if an issue with the program????

Thanks,

Rob

Added By: eSupport
Add Date: 20-May-2011 08:26 AM EST
Details:

Summary:
More

Samantha,

Also wanted to ask about the keyvalue.

Accounts we are planning on switching to TOU are Residential and GS<50. Will the same keyvalue work for both? If so, how?

Thanks,

Rob

Added By: Samantha Carless
Add Date: 27-May-2011 10:54 AM EST
Details:

Summary:
Switch to tou

Can you let me know the account number that you tested on.

Added By: eSupport
Add Date: 22-Jun-2011 12:07 PM EST
Details:

Summary:
Account No. 470064-01

Account No. 470064-01 - Rob manually converted account to test - Sitting in Batch No. 4981

Added By: Samantha Carless
Add Date: 22-Jul-2011 10:40 AM EST
Details:

Summary:
Service bill code on TOU

The Keyvalue can only handle one service code at a time so you have to update the value when you are switching small commercial.

please call me if you want to discuss further 613-226-5511 ex 2005

eSupport

Support Call #: 791401

Current Status: New

Opened For: Shelley Veit

Priority: Medium

Opened On: 26-Jul-2011 11:43 AM EST

Opened_By: Shelley Veit (via eSupport)

Last Recorded Activity: 26-Jul-2011 11:43 AM EST

Product: NS-HARRIS-60

Currently Assigned To: NorthStar Northern

Call Attachments
(0):

Total time spent on call: 0.08 hours

Call Summary

ECare

Event History

Added By: CONDUCTOR

Summary:

Add Date: 26-Jul-2011 11:43 AM EST

ECare

Details:

Did a comparison between e-care and account no. 2410000-01. Noticed the following: -Demand usage in meter reading history is confusing - Puts proper read but shows usage as same amount for kva and kw. -Under electrical usage history shows line with proper usage and then has a second line for the same date doubling the actual usage -Bill reprint shows all hydro charges twice - 1st block of water is on the bill twice, once with actual usage and second at 0 Version Entered:

eSupport

Support Call #: 786542

Current Status: Open

Opened For: Shannon McGuire
Opened On: 13-Jul-2011 09:19 AM EST
Last Recorded Activity: 18-Jul-2011 11:51 AM EST

Priority: Medium
Opened By: Shannon McGuire (via eSupport)

Product: NS-HARRIS-60

Currently Assigned To: Carrie Allen

Call Attachments
(0):

Total time spent on call: 0.45 hours

Call Summary

Unable to edit MDMR Maintenance tab

Event History

Added By: CONDUCTOR
Add Date: 13-Jul-2011 09:19 AM EST

Summary:
Unable to edit MDMR Maintenance tab

Details:

Hi there,

I am unable to edit the MDMR Maintenance tab under "meter reading, MDMR". I need to be able to edit the usdp section. I have been granted access to everything and it still doesn't work. Can I get someone to look at this please. Version Entered:

Added By: Paul Noll
Add Date: 15-Jul-2011 12:33 PM EST

Summary:
Left voice mail message for Shannon

Details:

Left voice mail message for Shannon

Added By: Paul Noll
Add Date: 15-Jul-2011 02:46 PM EST

Summary:
Need to have SuperUser access in the MDMR USDP Maintenance screen to edit the top part of screen

Details:

Need to have SuperUser access in the MDMR USDP Maintenance screen to edit the top part of screen

Shannon has been granted System Admin Access, and all of the groups that Rob Skevington was part of and still is unable and I have assigned SuperUser to her on in that MDMR Maintenance Screen.

Try changing the security settings in TEST to match Rob's old settings with no luck.

Added By: Paul Noll
Add Date: 18-Jul-2011 11:50 AM EST

Summary:
Assigning to Carrie to review

Details:

Assigning to Carrie to review.

eSupport

Support Call #: 787039

Current Status: Open

Opened For: Shannon McGuire
Opened On: 13-Jul-2011 06:10 PM EST
Last Recorded Activity: 14-Jul-2011 01:10 PM EST

Priority: High
Opened By: Shannon McGuire (via eSupport)

Product: METERSENSE

Currently Assigned To: Aiysha Hussain

Call meter changes_installs_removals
Attachments & datasync.xls uploaded by
(1): Shannon

Total time spent on call: 0.10 hours

Call Summary

meter change/install/removal info not coming across with datasync_holding_table

Event History

Added By: CONDUCTOR
Add Date: 13-Jul-2011 06:10 PM EST
Details:

Summary:
meter change/install/removal info not coming
across with datasync_holding_table

Hi there,

I am reviewing our meter changes done in the last month & a half in metersense and I see that only a couple of the changes & installs date & times have been picked up. The rest I have to manually go in and enter the start or end reads and the time in which this occurred. Also, with the the installs that are picked up, I notice that it's putting in the start read & time, but not putting in the midnight time & read. Can someone look into this and get back to me on what needs to be done please.

Version Entered:

Added By: Carrie Allen
Add Date: 14-Jul-2011 07:34 AM EST
Details:

Summary:
assigned to Richard

Added By: Aiysha Hussain
Add Date: 14-Jul-2011 01:15 PM EST
Details:

Summary:
Emailed Shannon to request some meter # to
review

Emailed Shannon to request some meter # to review

eSupport

Support Call #: 727346

Current Status: Open

Opened For: Rob Skevington

Priority: High

Opened On: 31-Jan-2011 12:18 PM EST

Opened_By: Rob Skevington (via eSupport)

Last Recorded Activity: 08-Jun-2011 10:52 AM EST

Product: METERSENSE

Currently Assigned To: Richard Turner

Call Attachments: Generated CMEPs not received by THI.doc uploaded by Rob (1):

Total time spent on call: 1.42 hours

Call Summary

MeterSense - Manually Generating CMEP File

Event History

Added By: CONDUCTOR

Summary:

Add Date: 31-Jan-2011 12:18 PM EST

MeterSense - Manually Generating CMEP File

Details:

Please see the attached. I attempted to generate CMEP files for a number of test meters but it appears that no file was generated (can't see if the archive and/or pending directory on MS). I have done this in the past and the process worked fine.

Rob Version Entered: 3.

Added By: eSupport

Summary:

Add Date: 03-Feb-2011 11:09 AM EST

Update

Details:

Can I please get an update on the status of this call?

Rob

Added By: Richard Turner

Summary:

Add Date: 03-Feb-2011 12:42 PM EST

Status update

Details:

This issue continues to be reviewed and we should have progress to report in the next day or so.

Sorry for the delays, as soon as there is positive movement on this issue, I will let you know right away.

Richard

Added By: eSupport

Summary:

Add Date: 09-Mar-2011 01:58 PM EST

Update Please

Details:

Richard,
Any luck with this issue yet?
Rob

Added By: eSupport Summary:
Add Date: 29-Mar-2011 08:12 AM EST Update
Details:

Richard,
Any luck yet?
Rob

Added By: eSupport Summary:
Add Date: 31-Mar-2011 01:08 PM EST Update
Details:

Richard,
I need to manually generate some CMEPs...any luck with this issue yet?
Rob

Added By: eSupport Summary:
Add Date: 08-Jun-2011 10:52 AM EST Status Update
Details:

Can I get a status update on this issue please?
Rob

eSupport

Support Call #: 729813

Current Status: New

Opened For: Rob Skevington
Opened On: 07-Feb-2011 10:09 AM EST
Last Recorded Activity: 04-May-2011 09:59 AM EST

Priority: High
Opened_By: Rob Skevington (via eSupport)

Product: METERSENSE

Currently Assigned To: Richard Turner

Call Attachments (1): System Log_April 16_18_Excessive Times.xls
uploaded by Rob

Total time spent on call: 0.62 hours

Call Summary

MeterSense - Performance

Event History

Added By: CONDUCTOR

Summary:

Add Date: 07-Feb-2011 10:09 AM EST

MeterSense - Performance

Details:

Over the past few weeks we have noticed a tremendous decline in the performance of MeterSense and it continues to get worse.

Examples:

System Log - Process Validation Failures for February 6th; started at 8:21:50, ended at 12:11:49

System Log - Fill In Gaps for February 6th; started at 12:11:50, ended at 14:23:49

Could someone please look into this?

Thanks,

Rob Version Entered: 3.2

Added By: Carrie Allen

Summary:

Add Date: 07-Feb-2011 10:23 AM EST

assigning to Richard

Details:

Added By: eSupport

Summary:

Add Date: 29-Mar-2011 08:15 AM EST

Update

Details:

Richard,

Have you been able to figure out why performance is so sluggish?

Rob

Added By: eSupport

Summary:

Add Date: 18-Apr-2011 11:39 AM EST

Performance Getting Worse

Details:

Richard,

I'm attaching another sample of performance issues.

In summary; raw reads validation is taking about 1 hour, processing of validation failures is anywhere from 7 hrs to 12 hrs and fill in gaps is anywhere from 8hrs to 12 hrs. Further to this, you can see from the attached the the fill in gaps process is not completing until the next day.

These issues are now affecting other automated processes within MeterSense.

Thanks,

Rob

Added By: Richard Turner

Summary:

Add Date: 18-Apr-2011 11:48 AM EST

Progress Update

Details:

Hi Rob,

We are actively working on this issue. The developers have identified a problem with a recently released MeterSense build where the system was sequentially scanning a table used to hold Meter Non Communication events. In your database, this table has 42923 records in it so the impact could be significant. A new index on this table has already been added to your system at 11:30am today - so we will need to observe the processing times for the next Data processing.

In addition to this, I will go ahead and examine your logs further to see if there are other things impacting your Validation and GapFill processes. At one other site, I recently identified that an incorrectly defined MeterSense Rule was causing major issues with the Validation process (which in turn led to Gap Fill issues). At this point, I am not sure if that is even applicable to your system, however I will look into this possibility so that we are exploring all angles.

Regards,

Richard

Added By: Richard Turner

Summary:

Add Date: 21-Apr-2011 12:34 PM EST

Status update

Details:

Hi Rob,

Your system has been examined thoroughly and we also had Joe Mahony from R&D assist.

There was a considerable load on the server which we were able to trace back to a rule called "Find gaps in Processed Interval Data". There was one particular query that this rule was

initiating that seemed to bottleneck the system. Joe has taken this query for further examination because it appears to be a valid statement that should run fine. It may have been that there was contention from this rule on a piece of data that something else was also attempting to access.

What we have done this morning is to temporarily disable your rule called "Find gaps in Processed Interval Data". This will allow the system to process the other steps normally and get caught up again. Once the system is at that state, Joe is going to work further with that query so that we can get your rule re-enabled.

We will continue to monitor the system today to ensure everything is on track and that we are achieving positive gains. As soon as there is more detail to provide, I will let you know.

Thanks for the assistance and patience.

Regards,

Richard

Added By: eSupport

Summary:

Add Date: 04-May-2011 09:59 AM EST

Update

Details:

Richard,

We're still not seeing any performance gains. Over the past few days the Fill-In-Gaps process has been taking approximately 11 hours..starting around 8pm and ending around 7am the next morning.

Thanks,

Rob

eSupport

Support Call #: 748094

Current Status: Left message

Opened For: Rob Skevington
Opened On: 29-Mar-2011 09:47 AM EST
Last Recorded Activity: 06-Apr-2011 02:00 PM EST

Priority: High
Opened_By: Rob Skevington (via eSupport)

Product: METERSENSE

Currently Assigned To: Pierre Viner

Call Attachments (1): Elster Date_Time Issues Impacting Read Resubmission Process.doc uploaded by Rob

Total time spent on call: 0.48 hours

Call Summary

MeterSense - MDMR VE02/VE12 Reports Impacting Read Re-Submission Process

Event History

Added By: CONDUCTOR
Add Date: 29-Mar-2011 09:47 AM EST
Details:

Summary:
MeterSense - MDMR VE02/VE12 Reports
Impacting Read Re-Submission Process

Please see the attached. I'm finding it difficult to articulate this entire issue and would therefore be happy to discuss further.

Issue has to do with incorrect date/times in Elster data files which appear in VE02/VE12 Reports from MDMR which is impacting the Read Resubmission Process.

Wondering if there is anything that can be done with the applicable rules to eliminate unnecessary workflows/issues.

There are presently thousands of unnecessary pending read re-submissions in the que.

Thanks,
Rob Version Entered: 3.2

Added By: Aiysha Hussain
Add Date: 29-Mar-2011 01:28 PM EST
Details:

Summary:
Reviewing

Checking sources internally

Added By: Aiysha Hussain
Add Date: 30-Mar-2011 03:07 PM EST
Details:

Summary:
Left msg

Left msg

Added By: Aiysha Hussain
Add Date: 06-Apr-2011 02:00 PM EST
Details:

Summary:
Assigning to Pierre

Assigning to Pierre

Tillamook 1.00

File Look & Feel Help

Account Gateway CARE Cashiering Journals Reports Meter Reading Credit Control Utilities Setups Ontario Deregulation

Setups

- Additional Account Information
- Reports
- Setups
 - Standard
 - Electric
 - Rates
 - Meters
 - Day Type
 - Default Day Type
 - Meter Type
 - Meter Maintenance**
 - Meter Subgroup
 - Current Transformer
 - Potential Transformer
 - Time Bands
 - Datalogger Maintenance
 - Meter Reverification
 - Meter Reverification
 - Change Report
 - Change Print
 - CT / PT Listing
 - CT / PT Adjustments
 - Meter Adjustment M
 - Billing
 - Water/Sewer
 - Gas
 - Solid Waste
 - Factored Rate
 - Rebates
 - Transportation Gas
 - G/L Interface
 - Credit Control
 - Custom
 - RBD
 - Net Metering

Electric Meters Maintenance Setup (BROWSE)

1 of 1

Meter Number: TB00010479 Serial Number: 11271059 Status: A

Account Info

Account: 6601089 1 SUZANNE & PAUL CHRISTO

Service address: 131 ALLEN ST

Meter Accuracy Info Meter Positions Additional Meter Info Meter Read History Info

Meter Maintenance Meter Location History Meter Test History

1 of 1

Browse Record Details

Transactio...	Old Sta...	New St...	Serv #	Serv Street	Street ...	Unit	Region
2009-12-02	5	A	131	ALLEN ST			

Use the navigation buttons to browse records

66M of 254M

Electric Meter Maintenance

Meter Installed on December 2nd 2009

```
ORG63846.ORG827937100.00.20110324152005.DAT WordPad
File Edit View Insert Format Help

<Reading TimeStamp="2011-03-22 19:00:00" RawReading="1.87" />
<Reading TimeStamp="2011-03-22 20:00:00" RawReading="1.34" />
<Reading TimeStamp="2011-03-22 21:00:00" RawReading="1.3" />
<Reading TimeStamp="2011-03-22 22:00:00" RawReading="1.12" />
<Reading TimeStamp="2011-03-22 23:00:00" RawReading="1.06" />
<Reading TimeStamp="2011-03-23 00:00:00" RawReading="1.08" />
<Reading TimeStamp="2011-03-23 01:00:00" RawReading="1.08" />
<QualityFlags CompleteOutage="1" Restoration="1" />
</Reading>
<Reading TimeStamp="2011-03-23 02:00:00" RawReading="1.11" />
<QualityFlags CompleteOutage="1" Restoration="1" />
</Reading>
<Reading TimeStamp="2011-03-23 03:00:00" RawReading="0.97" />
<QualityFlags CompleteOutage="1" Restoration="1" />
</Reading>
<Reading TimeStamp="2011-03-23 04:00:00" RawReading="0.92" />
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</Reading>
<Reading TimeStamp="2011-03-23 05:00:00" RawReading="0.93" />
<Reading TimeStamp="2011-03-23 06:00:00" RawReading="0.9" />
<Reading TimeStamp="2011-03-23 07:00:00" RawReading="0.83" />
<Reading TimeStamp="2011-03-23 08:00:00" RawReading="0.69" />
<QualityFlags CompleteOutage="1" Restoration="1" />
</Reading>
```

Data File for Meter TBG0010479 – March 24th 2011

Issue(s):

- Power Outages/Restorations resulting in incorrect Reading Date/Time Stamps (known issue with Elster)

U:\ORG63846.ORG63846.VE12.01.20110325011034.DAT WordPad

File Edit View Insert Format Help

<FTSFN>ORG63846.ORG63846.VE12.01.20110325011034.DAT</FTSFN>
 Final Estimation Failure Detail Report
 ORG63846
 2011-03-25 01:10:33 GMT-05:00

Utility	Id	SDP	Id	Universal	SDP	Id	Meter	Id	Channel	Ref	Channel	Name	UOM	VEE	Service	Ref.	Exception	Date	Batch	Start	Time	Batch	End	Time	Validation	Status	Fe
ORG63846	00002779	49121196	TBGO010485	1-42NFPB	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:21:28	2010-05-02	11:00:00	2011-03-23	18:00:00	NVE	INTERNAL	F							
ORG63846	00002780	75996080	TBGO010074	1-42NEGQ	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:21:29	2010-05-01	11:00:00	2011-03-23	18:00:00	NVE	EXCEEDS	N							
ORG63846	00002537	90631386	TBGO010237	1-42N9BH	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:21:29	2010-05-01	11:00:00	2011-03-23	18:00:00	NVE	EXCEEDS	N							
ORG63846	00002024	23286163	TBGO010073	1-42KNV9	60	Minute	Interval	Data	KWH	KWH	26	2011-03-24	15:21:30	2010-05-02	11:00:00	2011-03-23	18:00:00	NVE	EXCEEDS	N							
ORG63846	00002373	72728084	TBGO010068	1-42NFXO	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:21:30	2010-05-02	11:00:00	2011-03-23	18:00:00	NVE	EXCEEDS	N							
ORG63846	00002404	79605398	TBGO010100	1-42NFTA	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:21:30	2010-05-02	11:00:00	2011-03-23	18:00:00	NVE	EXCEEDS	N							
ORG63846	00002412	68207872	TBGO010098	1-42NGB2	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:21:31	2010-05-02	12:00:00	2011-03-23	18:00:00	NVE	EXCEEDS	N							
ORG63846	00002556	90572093	TBGO010256	1-42NBLH	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:00	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002307	42507525	TBGO010067	1-42LX27	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:00	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002301	63203675	TBGO010070	1-42LDLH	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:00	2010-05-04	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002827	17786493	TBGO010089	1-42LFUL	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:00	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002704	16360718	TBGO010408	1-42N9XQ	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:01	2010-05-04	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002717	46236872	TBGO010422	1-42N76H	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:01	2010-05-02	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002916	71753114	TBGO010623	1-42L2UQ	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:01	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002937	42507525	TBGO010644	1-42L40L	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:01	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002432	68284910	TBGO010129	1-42N7KD	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:02	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002863	61097119	TBGO010569	1-42NA3H	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:02	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002727	77094551	TBGO010432	1-42NEHU	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:03	2010-05-02	10:00:00	2011-03-23	21:00:00	NVE	INTERNAL	F							
ORG63846	00002840	25605054	TBGO010545	1-42N9GL	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:04	2010-05-01	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002935	13191866	TBGO010643	1-42L40G	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:04	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002326	23969667	TBGO010226	1-42NAJL	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:05	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002856	64805834	TBGO010562	1-42N941	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:05	2010-05-02	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002841	79873987	TBGO010547	1-42N9GQ	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:06	2010-05-04	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002864	58169810	TBGO010570	1-42N9F8	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:06	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002140	49564935	TBGO010974	1-42H2RY	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:07	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002699	23186606	TBGO010400	1-42N9TA	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:07	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002772	49121196	TBGO010485	1-42NFPB	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:08	2010-05-02	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001189	49006971	TBGO011183	1-42H2B8	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:08	2010-05-04	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001193	85514304	TBGO011187	1-42H2V4	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:08	2010-05-02	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001549	79769730	TBGO011343	1-42H2V6	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:09	2010-05-04	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001165	12339459	TBGO011159	1-42H2G3	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:09	2010-05-04	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001580	92059233	TBGO011378	1-42H2XG	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:10	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001830	70211518	TBGO011658	1-42N1U5	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:10	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001866	73365301	TBGO011714	1-42N400	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:10	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	INTERNAL	F							
ORG63846	00001904	65430178	TBGO011732	1-42N5B0	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:10	2010-05-02	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001960	19999021	TBGO011814	1-42N2EP	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:10	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001836	52670157	TBGO011664	1-42N1VA	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:11	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00003069	35110559	TBGO011750	1-42L78A	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:11	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001792	55505192	TBGO011620	1-42N2Z1	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:12	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001804	10788900	TBGO011632	1-42N0A9	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:12	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001795	19050217	TBGO011623	1-42H2Z7	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:13	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001660	49527091	TBGO011688	1-42N3EV	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:13	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001791	14350366	TBGO011619	1-42N2NG	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:14	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001794	56325042	TBGO011622	1-42H27P	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:15	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001809	43069381	TBGO011636	1-42N017	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:15	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00002028	78593222	TBGO011682	1-42N6B0	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:15	2010-05-03	11:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							
ORG63846	00001832	115465944	TBGO011660	1-42N17V	60	Minute	Interval	Data	KWH	KWH	23	2011-03-24	15:22:16	2010-05-03	10:00:00	2011-03-23	21:00:00	NVE	EXCEEDS	N							

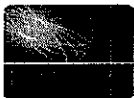
For Help, press F1

NUM

VE12 Report received from MDM/R

Note Batch Start Time for meter TBGO010479 (2010-05-04 10:00:00)

This is due to the date/time on the Data File (above)



Fw: [CASE: 11085] Channels missing from XML
Rick Jacob to: Shannon McGuire

07/22/11 04:16 PM

This is one of the issues we have with the General Service <50 customers using A3 meters. We are getting sum check errors because of the configuration of the interval channels. Currently trying to resolve this by either reprogramming in the field if possible, or by bringing the 300 plus meters back in the shop to be reprogrammed (this option is the least favorite)

Thanks,

Rick

----- Forwarded by Rick Jacob/Tillsonburg on 07/22/11 04:11 PM -----

From: Steve Palocz <spalocz@utilismartcorp.com>
To: Rob Skevington/Tillsonburg <RSkevington@Tillsonburg.ca>
Cc: Rick Jacob <rjacob@tillsonburg.ca>, smartmetering <smartmetering@utilismartcorp.com>
Date: 03/01/11 03:09 PM
Subject: FW: FW: FW: [CASE: 11085] Channels missing from XML

Rob,

I think this will clear things up.

Steve

-----Original Message-----

From: Tim.Sauls@us.elster.com [mailto:Tim.Sauls@us.elster.com]
Sent: March 1, 2011 3:07 PM
To: Steve Palocz
Cc: energyaxis.support@elstersupport.com
Subject: Re: FW: FW: [CASE: 11085] Channels missing from XML

Thanks, Steve. That helped clear things up.

I've attached a Word doc with a screenshot of the Interval Data Configuration tab for this meter. There are four interval quantities programmed to be recorded by the meter. However, the gatekeeper only reads two of those channels, the first two (kWh-Del and kVARh-Del in this case), and subsequently that's all that is available for EA MS to read. However, the data is of course stored in the meter and can be obtained by reading the meter using Metercat, such as in the long diagnostic you sent (the data can be found on the Interval Data (Load Profile tab)) or by visiting the meter and using a probe.

Hope this helps.

Tim

(See attached file: TBG Metercat Interval Config.doc)

Tim Sauls
Support Analyst
Elster Solutions
208 S. Rogers Lane
Raleigh, NC 27610
office: (919) 212-5024
mobile: (919) 901-9753
tim.sauls@us.elster.com

From: Steve Palocz <spalocz@utilismartcorp.com>
To: "Tim.Sauls@us.elster.com" <Tim.Sauls@us.elster.com>

Cc: "energyaxis.support@elstersupport.com"
<energyaxis.support@elstersupport.com>
Date: 03/01/2011 01:57 PM
Subject: FW: FW: [CASE: 11085] Channels missing from XML

From: Rob Skevington/Tillsonburg [mailto:RSkevington@Tillsonburg.ca]
Sent: March 1, 2011 12:17 PM
To: Steve Palocz
Cc: Rick Jacob; Rob Skevington/Tillsonburg; smartmetering
Subject: Re: FW: [CASE: 11085] Channels missing from XML
Importance: High

Steve,

Based on Rick's analysis/review, the expectation is that the XML files would be delivering Interval Data for the kVAh Channel. The issue is that the XML file, as we see it, is not delivering Interval Data for the kVAh Channel.

What we are presently receiving:

kWh - Delivered	Register & Interval
kVARh - Delivered	Interval
kW - Delivered	Register
kVAh - Delivered	Register
kVA - Delivered	Register

What we expect to receive:

kWh - Delivered	Register & Interval
kVARh - Delivered	Interval
kW - Delivered	Register
kVAh - Delivered	Register & Interval
kVA - Delivered	Register

Does this help and/or make sense?

Thank you,

Rob Skevington
Operations Regulatory Affairs Manager
Town of Tillsonburg
10 Lisgar Avenue
Tillsonburg, Ontario N4G 5A5
Direct: 519.688.3009 Ext. 2258
Fax: 519.688.0759
rskevington@tillsonburg.ca
www.tillsonburg.ca

Steve Palocz
<spalocz@utilismartcorp.com>

03/01/11 11:40 AM

Rob Skevington/Tillsonburg
<RSkevington@Tillsonburg.ca>

Rick Jacob <rjacob@tillsonburg.ca>, .
smartmetering
<smartmetering@utilismartcorp.com>

Subject
FW: [CASE: 11085] Channels missing from

To

cc

Hey Guys,

Here is what Elster is saying on the missing channel in xml output.

Can you identify what you expect to see?

Thanks

Steve

-----Original Message-----

From: Tim.Sauls@us.elster.com [mailto:Tim.Sauls@us.elster.com] On Behalf Of
EnergyAxis.Support@us.elster.com
Sent: March 1, 2011 10:37 AM
To: Steve Palocz
Cc: EnergyAxis.Support@us.elster.com; Tim.Sauls@us.elster.com
Subject: Re: [CASE: 11085] Channels missing from XML

Steve - Just to add to my comments below, I see that kWh - Delivered are on Channel 1 and kVAh - Delivered are on Channel 2 for Load Profile data. I see those intervals in the XML file. Those same two quantities as applied to Consumption and Demand data are returned in Total and Tier C buckets only, also reflected in the XML file.

If you need more specific information, let me know and I'll try to dig it up. I don't see any discrepancies between the long diagnostic and what is returned in ORR Registers from Gatekeeper and Loadprofile from Gatekeeper reads. If Tillsonburg is missing something and can give me a specific example of what they expect, I'll be glad to take a closer look.

Thanks.

Tim

Tim Sauls
Elster Solutions

From: Tim Sauls/USE/Elster

To: spalocz@utilismartcorp.com

Cc: EnergyAxis Support/USE/Elster@ABB_Elster

Date: 02/24/2011 01:29 PM

Subject: [CASE: 11085] Channels missing from XML

Hey Steve. I'm in the process of studying the long diagnostic you sent me. Has Tillsonburg indicated specifically what they think they're missing or not getting from the GK readings? For Load Profile, I see 15 minute intervals through 4:00 PM yesterday. Depending on the communication between the meter and the gatekeeper and when the schedule ran, I would expect those intervals to be reflected in a scheduled read from the gatekeeper as well. The other quantities that I see defined are KWH - Del and KVah - Del. Is there a discrepancy between ORR Register Reads, ORR Register from GK reads, and Scheduled Register from GK reads? I'll attempt some reads this afternoon and see what I get, but I think it will help me if I know what they are expecting to see.

Thanks.

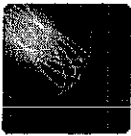
Tim

Tim Sauls
Support Analyst
Elster Solutions
208 S. Rogers Lane
Raleigh, NC 27610
office: (919) 212-5024
mobile: (919) 901-9753
tim.sauls@us.elster.com

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This email has been spam and virus checked by Elster IT Services.

[attachment "TBG Metercat Interval Config.doc" deleted by Rick Jacob/Tillsonburg]



Re: TBG0010001 needs power cycle on modem

Michael Boyle, Rick Jacob/Tillsonburg
Rick Jacob to: (rjacob@town.tillsonburg.on.ca), Shannon
McGuire
Cc: "smartmetering"

07/21/11 01:21 PM

Hi Mike,

The guys just power cycled TBG0010001. I'm off this afternoon but please check the communication now.

From: Michael Boyle [mboyle@utilismartcorp.com]
Sent: 07/21/2011 11:44 AM AST
To: "Rick Jacob/Tillsonburg (rjacob@town.tillsonburg.on.ca)" <rjacob@town.tillsonburg.on.ca>; Shannon
McGuire
Cc: smartmetering <smartmetering@utilismartcorp.com>
Subject: TBG0010001 needs power cycle on modem

Hi Rick,

Gatekeeper TBG0010001 modem is not responding through our web interface for the Sierra Modems. Therefore, this gatekeeper is not reading today. Can you arrange for a power cycle on both the modem and gatekeeper.

Thanks,

Mike Boyle

System Analyst
utilismart™ Corporation
201-555 Southdale Road East
London ON, N6E 1A2
Phone: (519) 226-2553
E-mail: mboyle@utilismartcorp.com
Web: www.utilismartcorp.com

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New Gatekeeper installed yesterday

Rick Jacob to: smartmetering, Rick Jacob, Shannon McGuire

07/12/11 03:41 PM

I sent this info yesterday to Mike but maybe he is off at present. We installed a new Gatekeeper (see below) around 10:30 on July 11th. Can someone please check it for communication?

IP: 173.181.197.121
Badge TBG0016390
Serial# 13477441

Thanks,

Rick



RE: New Gatekeeper
Rick Jacob to: Michael Boyle
Cc: smartmetering, Shannon McGuire/Tillsonburg

06/23/11 02:54 PM

Thanks Mike,

Not sure when this is going to happen (have to arrange for a lineman and truck) but will notify as soon as it's up and running.

Thanks,

Rick

From: Michael Boyle <mboyle@utilismartcorp.com>
To: Rick Jacob/Tillsonburg <RJacob@tillsonburg.ca>
Cc: smartmetering <smartmetering@utilismartcorp.com>, Rick Jacob/Tillsonburg <rjacob@town.tillsonburg.on.ca>, Shannon McGuire/Tillsonburg <SMcGuire@tillsonburg.ca>
Date: 06/23/11 01:07 PM
Subject: RE: New Gatekeeper

Hi Rick,

Yes, that is correct. What would be best, is place the new GK in the field, I can tell you when all meters have registered to the new gatekeeper. At that time, it would be ideal to remove the old GK.

Thanks,

Mike Boyle

System Analyst
utilismart™ Corporation
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London ON, N6E 1A2
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From: Rick Jacob/Tillsonburg [mailto:RJacob@tillsonburg.ca]
Sent: June-23-11 12:55 PM
To: Michael Boyle
Cc: smartmetering; Rick Jacob/Tillsonburg; Shannon McGuire/Tillsonburg
Subject: New Gatekeeper

Good morning Mike,

I received confirmation from Elster regarding the location I selected for the replacement Gatekeeper. They have approved it.

What would you say is the best procedure to implement the installation. ie. Install new Gatekeeper and leave in the field for a day or so before removing the old combination meter/Collector?

Thanks,

Rick

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Tillsonburg Data Collection Report		
June 22, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6391	
Total Not Read	307	
Number configured	6698	
Percent read	95.42%	

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Tillsonburg Data Collection Report		
June 23, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	5426	
Total Not Read	1273	
Number configured	6699	
Percent read	81.00%	

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Tillsonburg - Data Collection Report June 24 2011

Michael Boyle

to:

rjacob@tillsonburg.ca

06/24/11 09:37 AM

Cc:

smartmetering, "smcguire@tillsonburg.ca"

Hide Details

From: Michael Boyle <mboyle@utilismartcorp.com>

To: "rjacob@tillsonburg.ca" <rjacob@tillsonburg.ca>

Cc: smartmetering <smartmetering@utilismartcorp.com>, "smcguire@tillsonburg.ca" <smcguire@tillsonburg.ca>

1 Attachment



image001.gif

Good Morning,

Attached is today's Data Collection Report.

Tillsonburg Data Collection Report		
June 24, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6366	
Total Not Read	333	
Number configured	6699	
Percent read	95.03%	

Tillsonburg Data Collection Report		
June 27, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6421	
Total Not Read	278	
Number configured	6699	
Percent read	95.85%	

Mike Boyle

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Tillsonburg Data Collection Report		
June 28, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6426	
Total Not Read	273	
Number configured	6699	
Percent read	95.92%	

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Tillsonburg Data Collection Report		
June 29, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6419	
Total Not Read	280	
Number configured	6700	
Percent read	95.81%	

Mike Boyle

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Tillsonburg Data Collection Report		
July 4, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6312	
Total Not Read	389	
Number configured	6701	
Percent read	94.19%	

Mike Boyle

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From: Rick Jacob/Tillsonburg [mailto:RJacob@tillsonburg.ca]
Sent: July-05-11 2:07 PM
To: Michael Boyle
Cc: smartmetering; smcguire@tillsonburg.ca
Subject: Re: Tillsonburg - Data Collection Report July 05 2011

Hi Mike,

Are all Gatekeepers communicating? The reason I ask is because MeterSense is indicating that TBG0010006 has not communicated for the past 28 days.

Thanks,

Rick

From: Michael Boyle <mboyle@utilismartcorp.com>
 To: "rjacob@tillsonburg.ca" <rjacob@tillsonburg.ca>
 Cc: smartmetering <smartmetering@utilismartcorp.com>, "smcguire@tillsonburg.ca" <smcguire@tillsonburg.ca>
 Date: 07/05/11 01:15 PM
 Subject: Tillsonburg - Data Collection Report July 05 2011

Good Morning,

Attached is today's Data Collection Report. We had a bad read last night and it was resubmitted, the reads are coming in now. Tomorrow's report should look a lot better.

Tillsonburg Data Collection Report July 5, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6254	
Total Not Read	447	
Number configured	6701	
Percent read	93.33%	

Mike Boyle

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Tillsonburg Data Collection Report		
July 6, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6325	
Total Not Read	377	
Number configured	6701	
Percent read	94.39%	

Mike Boyle

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Tillsonburg Data Collection Report		
July 7, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6370	
Total Not Read	332	
Number configured	6701	
Percent read	95.06%	

Mike Boyle

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Tillsonburg Data Collection Report		
July 8, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6181	
Total Not Read	521	
Number configured	6701	
Percent read	92.24%	

Mike Boyle

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Tillsonburg Data Collection Report		
July 19, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	While doing execution of function MF_066_POST_PROFILE_DATA
TBG0010005	yes	%3A Procedure result code 2, invalid parameter in FunctionExecuteRequest(MF66)
TBG0010006	no	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	5145	
Total Not Read	1580	
Number configured	6705	
Percent read	76.73%	

Mike Boyle

System Analyst

utilismart™ Corporation

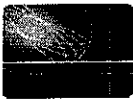
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issue for: Meters not reporting for Tillsonburg
Rick Jacob to: Shannon McGuire

07/22/11 03:47 PM

Thanks,

Rick

----- Forwarded by Rick Jacob/Tillsonburg on 07/22/11 03:47 PM -----

From: Danny Germain <dgermain@utilismartcorp.com>
To: Miroslav Karlicic <mkarlicic@utilismartcorp.com>, Rob Skevington/Tillsonburg
<RSkevington@Tillsonburg.ca>
Cc: smartmetering <smartmetering@utilismartcorp.com>, Rick Jacob <rjacob@tillsonburg.ca>
Date: 05/13/11 11:53 AM
Subject: RE: Meters not reporting for Tillsonburg

Hi Rob,

I have already talked to Tim at Elster about this on Wednesday. It seems that there are a few gatekeepers in Tillsonburg that are timing out while reading different tables, which don't seem to have any connection to one another. I will follow up today with Tim to see where he's at with it.

Thanks,
Dan

From: Miroslav Karlicic
Sent: May-13-11 11:39 AM
To: Rob Skevington/Tillsonburg; Danny Germain
Cc: smartmetering; Rick Jacob
Subject: RE: Meters not reporting for Tillsonburg

Rob,

We'll involve Ester at this point of time.

Danny: open up the ticket in "Sugar", describe the problem and let's see what is Elster going to recommend.

Please send the ticket number to Terence and ask him to give us a preliminary assessment of the problem.

Thanks,

Miroslav Karlicic

Manager of Information Technology
utilismart™ Corporation
Phone: (888) 652-0689 ext 258
Cell: (519) 280-7031

From: Rob Skevington/Tillsonburg [mailto:RSkevington@Tillsonburg.ca]
Sent: Friday, May 13, 2011 11:34 AM
To: Danny Germain
Cc: smartmetering; Rick Jacob
Subject: RE: Meters not reporting for Tillsonburg

Danny,

Further to this, I'm rather concerned about the growing list of non-communicating meters. The attached

lists all meters that have not communicated for the past 1-4 days. Of the meters on the list, 307 of the 309 are A3 meters.

Any thoughts as to why these meters are not communicating?

Thank you,

Rob Skevington
Operations Regulatory Affairs Manager
Town of Tillsonburg
10 Lisgar Avenue
Tillsonburg, Ontario N4G 5A5
Direct: 519.688.3009 Ext. 2258
Fax: 519.688.0759
rskevington@tillsonburg.ca
www.tillsonburg.ca

From: Danny Germain <dgermain@utilismartcorp.com>
To: Rob Skevington/Tillsonburg <RSkevington@Tillsonburg.ca>
Date: 05/13/11 11:10 AM
Subject: RE: Meters not reporting for Tillsonburg

Ok, thank you very much. I'll wait on the response to those before bugging you again about those. I'll only send updates on new meters unable to communicate.

Thanks,
Dan

From: Rob Skevington/Tillsonburg [<mailto:RSkevington@Tillsonburg.ca>]
Sent: May-13-11 10:46 AM
To: Danny Germain
Cc: Rick Jacob
Subject: Re: Meters not reporting for Tillsonburg

Danny,

Please see the attached. I've added comments relative to each meter.

Thank you,

Rob Skevington
Operations Regulatory Affairs Manager
Town of Tillsonburg
10 Lisgar Avenue
Tillsonburg, Ontario N4G 5A5
Direct: 519.688.3009 Ext. 2258
Fax: 519.688.0759
rskevington@tillsonburg.ca
www.tillsonburg.ca

From: Danny Germain <dgermain@utilismartcorp.com>
To: "Rob Skevington/Tillsonburg (RSkevington@Tillsonburg.ca)" <RSkevington@Tillsonburg.ca>
Date: 05/13/11 10:15 AM
Subject: Meters not reporting for Tillsonburg

Hi Rob,

Here is a list of meters still not communicating, the one in red was the one that was removed but we never were told what meter(if any) replaced it. Not sure if you were going to replace it soon or not, but we prefer you to put a sleeve on the meter and have it still report to us in order to make sure it is still working, and sending data correctly, instead of removing it entirely. If you need to remove meters for extended periods of time could you de-sync it from the MDMR and inform us as well in order for the meters to not show up on DC02 reports, and so we know it's not an issue. The meter in grey, on the bottom, is a meter that has only recently been put on the DC02 report, and one that needs to be looked at.

Thanks,

Danny Germain

System Analyst

Utilismart Corporation

1-888-652-0689 x. 2552

dgermain@utilismartcorp.com

[attachment "tillsonburg.xlsx" deleted by Rob Skevington/Tillsonburg]

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RE: Tillsonburg - Data Collection Report June 22 2011

Rick Jacob to: Michael Boyle

Cc: smartmetering, "smcguire@tillsonburg.ca"

06/22/11 12:19 PM

Thanks Mike,

That clarifies it well. Can you tell me how well the Gatekeepers are performing as far as the time it takes to read them?

Thanks,

Rick

From: Michael Boyle <mboyle@utilismartcorp.com>

To: Rick Jacob/Tillsonburg <RJacob@tillsonburg.ca>

Cc: smartmetering <smartmetering@utilismartcorp.com>, "smcguire@tillsonburg.ca" <smcguire@tillsonburg.ca>

Date: 06/22/11 11:24 AM

Subject: RE: Tillsonburg - Data Collection Report June 22 2011

Hi Rick,

These statistics are based off of the Load profiles and the register reads for each meter. Therefore, if the Load Profile is not read its considered a fail. Although, we have the register read and have the ability to estimate and report data.

Load Profile is larger than register reads. Due to its larger size it's not as effectively loaded when there are communication issue. Also, the data is compounded as its missed. If one day is miss, it must be sent the next. For example Monday =20k, Tuesday data is 20k, and Wednesday is 20k. If Monday-Wednesday is missed, Thursday there will be an attempt to read the 60k from the previous days and the 20k from Thursday. So, as time goes on the files are larger and more susceptible to communication issues.

The data will eventually come over and we'll have another 99%+ read report. After that its more likely to have 99% reads forward. If there is another bad day of communication the likely hood of missed LP data increases again.

This is the nature of the product, and communication protocol.

I hope this helps? Please let me know if you have any questions or need clarification.

Thanks,

Mike Boyle

System Analyst

utilismart™ Corporation

201-555 Southdale Road East

London ON, N6E 1A2

Phone: (519) 226-2553

E-mail: mboyle@utilismartcorp.com

Web: www.utilismartcorp.com

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From: Rick Jacob/Tillsonburg [mailto:RJacob@tillsonburg.ca]
Sent: June-22-11 10:05 AM
To: Michael Boyle
Cc: smartmetering; smcguire@tillsonburg.ca
Subject: Re: Tillsonburg - Data Collection Report June 22 2011

Hi Mike,

In the last few days, the number of 'Not Read' meters is hovering around the 300 mark. Can you provide any insight for this.

Thanks,

Rick

From: Michael Boyle <mboyle@utilismartcorp.com>
To: "rjacob@tillsonburg.ca" <rjacob@tillsonburg.ca>
Cc: smartmetering <smartmetering@utilismartcorp.com>, "smcguire@tillsonburg.ca" <smcguire@tillsonburg.ca>
Date: 06/22/11 09:14 AM
Subject: Tillsonburg - Data Collection Report June 22 2011

Good Morning,

Attached is today's Data Collection Report.

Tillsonburg Data Collection Report		
June 22, 2011		
Gatekeeper	Read	Error
TBG 9503	yes	
TBG0010001	yes	
TBG0010002	yes	
TBG0010003	yes	
TBG0010004	yes	
TBG0010005	yes	
TBG0010006	yes	
TBG0010008	yes	
TBG0010007	yes	
TBG11048400	yes	
Total read	6391	
Total Not Read	307	
Number configured	6698	
Percent read	95.42%	

Mike Boyle

System Analyst

utilismart™ Corporation

201-555 Southdale Road East

London ON, N6E 1A2

Phone: (519) 226-2553

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Elster data performance
Rick Jacob to: Steve Lund
Cc: Peter Fung, Shannon McGuire

06/16/11 07:12 AM

Steve,

It is difficult to say when the Elster data problem will be rectified, and this issue is not specific to Tillsonburg Hydro. A couple weeks ago Rob and I had a conference call with Jennifer Gordon, at Halton Hills, to discuss the issues surrounding the Elster data collection. She also expressed concerns about the data as well as the lack of response from Elster. Jennifer indicated that she wanted get LDCs, using Elster, to approach Elster as a group. We agreed to be part of that group of which she will take the lead.

Will keep you informed of the progress.

Thanks,

Rick

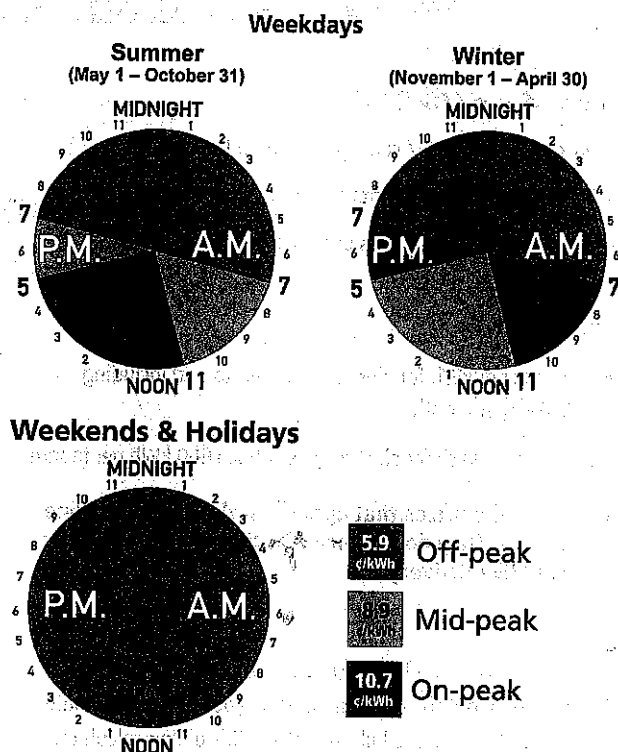
Items		June	July	August	September	October	November	December	Status	Completion Date
Operations		3	8	5	2	7	4	9		
1 A few Smart Meters (demand type) not communicating	Rick/Shannon	11	15	12	9	14	11	16		
2 Meter Changes/Installs/Removals	Rick/Shannon									
3 Update to MDM/R forms	Shannon									
4 Unisense data transmission to MDM/R	Rick/Shannon									
5 Update to contacts with Utilismart (AMI operator) and MeterSense	Rick/Shannon									
6 Synchronization with AMI Operator (Utilismart)	Rick/Shannon									
7 Synchronization with AMI Operator (presently manual)	Rick/Shannon									
8 Testing of TOU billing processes	Shannon									
9 Transitioning accounts to TOU issues	Shannon									
10 MDM/R exception management (NVE's)	Shannon									
11 Data quality/gaps	Shannon									
12 MeterSense management (ODS)	Shannon									
13 Staff Training (MDM/R & MeterSense)	Rick/Shannon									
14 Staff training - general	Rick/Shannon									
15 Business Process Development partially complete	Rick/Shannon									
16 Rules in MeterSense still being developed/optimized	Shannon									
17 Manual processing/intervention required	Shannon									
Customer Service										
17' MDM/R report management (VE, BR)	Shelley/Niki/Tracy									
18 Billing quality request/response process (On Cycle)	Shelley/Niki/Tracy									
19 Billing quality request/response process (Off Cycle)	Shelley/Niki/Tracy									
20 Implementation of web services	Shelley									
21 Business Process Development partially complete	Shanna/Shelley/Niki/Tracy									
22 Public Education	Billing Customer Service/Management									
23 Staff training	Shelley/Shanna									
24 Interface between web services and MDM/R for usage data	Shelley									
25 Web services/roll out to customers	Shelley									
26 Customer notification to commence 1 month before TOU cutover	Shanna									

Engineering Services

BOARD STAFF QUESTION 4(c)
ATTACHEMENTS

New Time-of-use Hours

Weekday off-peak is starting earlier at 7 p.m.
As of May 1, the off-peak period on weekdays starts at 7 p.m. (from 9 p.m.) to provide consumers with two more hours in the evening at the lowest TOU price. Weekends and holidays are always entirely at the off-peak price.



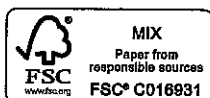
Visit www.ontarioenergyboard.ca
for information on a range of energy topics.

OR

Contact our Consumer Relations Centre
(Open Monday to Friday, 8:30 a.m. until 5 p.m.)

1-877-632-2727 (toll-free within Ontario)
416-314-2455 (within the GTA or outside Ontario)
consumerrelations@ontarioenergyboard.ca

Aussi disponible en français.



Take Charge

Your New Electricity Prices

(Regulated Price Plan - RPP)

Starting May 1, 2011

Time-of-use (TOU) Prices

- On-peak price = 10.7 cents per kilowatt hour (kWh)
- Mid-peak price = 8.9 cents per kWh
- Off-peak price = 5.9 cents per kWh

Tiered Prices

- 6.8 cents per kWh for electricity use up to and including 600 kWh per month*
- 7.9 cents per kWh for electricity use above 600 kWh per month*

These are the prices that appear on the electricity line of your bill. They do not include other charges on your total bill like delivery.

Find out more about your electricity bill

Learn more about the different lines on your bill and estimate your monthly electricity bill using the OEB's online calculator.
www.ontarioenergyboard.ca

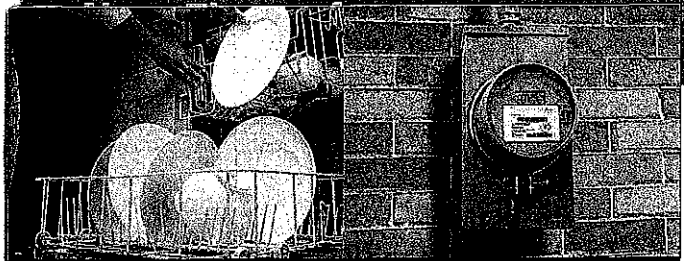
* 750 kWh monthly threshold for non-residential RPP consumers

Signed a retail electricity contract?

If you signed a contract with an electricity retailer, you pay the agreed-upon contract price (not tiered or TOU prices set under the OEB's Regulated Price Plan). Check out the OEB website for more information about retail contracts.



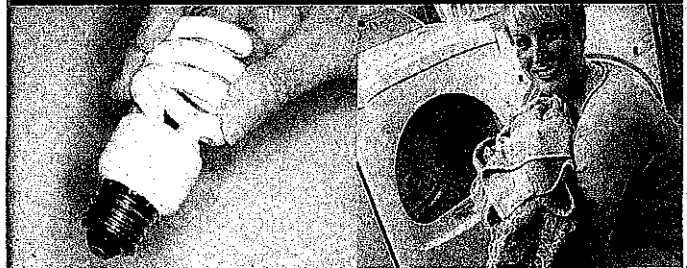
Ontario Energy Board



GETTING SMART ABOUT

SMART METERS

ANSWER BOOK



WHY ONTARIO
IS INTRODUCING
SMART METERS.
PAGE 2

WHAT ARE
TIME-OF-USE
PRICES?
PAGE 4

HOW YOU CAN
START TO
PREPARE NOW!
PAGE 6



Ten Things You Should Know About Smart Meters

1. **It's a Province-wide initiative.** As part of the provincial plan to create a culture of conservation in Ontario, Smart Meters will be installed in every home and business served by Tillsonburg Hydro. The Provincial Government's goal is to have the entire province converted to Smart Metering by the end of 2010.
2. **Your private information is secure.** Your electricity consumption is collected and transmitted to Tillsonburg Hydro using wireless communication technology and proprietary protocol.
3. **Smart Meters communicate safely, using low-power radio frequencies.** The Smart Meters that Tillsonburg Hydro is installing comply with all required technical and safety standards including those established by Health Canada's Radiation Protection Bureau. These are the same standards, for example, that govern home cordless telephone systems. These Smart Meters transmit data typically less than ten times per day and for less than twenty seconds at a time. This also reduces the probability of interference with other devices.
4. **Time-of-Use (TOU) rates are coming.** As the name suggests, TOU rates means your electricity costs will vary depending on time of day, the day of the week and the season (summer or winter). Customers will be transitioned to TOU rates in stages beginning in 2011. You will receive advance notification before you transition to TOU rates. A notice will appear on your bill, and an information package will be sent to your home.
5. **You do not need to activate your Smart Meter.** Smart Meters simply replace your existing meter and there is nothing more that you need to do.
6. **A Smart Meter charge will not appear as a separate line item on your bill.** The cost of the Smart Meter initiative will be recovered through the electricity rates paid by all customers, in the same way that costs for Tillsonburg Hydro's services are recovered (through our Delivery Charge). The Delivery Charge covers the costs associated with building, maintaining and operating the provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that customers use.
7. **Changing your electricity usage patterns will make a difference!** When we are all using a lot of electricity at the same time, we create 'peak demand' periods. Supplying electricity at those peak times has a range of impacts:
 - It adds to our electricity costs because higher demand leads to higher rates.
 - It's hard on the environment because it adds to the amount of new generation, transmission and distribution infrastructure Ontario must build and maintain.
 - It puts a strain on our electricity system, so working together to reduce our use at peak times makes good sense.
8. **You can read your Smart Meter.** The Smart Meter displays the following pieces of information in sequence: 1) a display test to ensure the display is functioning correctly 2) your accumulated kilowatt-hour (kWh) consumption in a six-digit format and 3) LAN Registration Status (collector and # of hops required).
9. **You will be able to view your own Smart Meter data.** When the time comes for you to transition to TOU rates, you will be given advance notice and access to your consumption data online using our newly developed Customer Self-Serve site.
10. **Smart Meters can save you money!** How much you save depends on how much you reduce your consumption during peak times and shift your electricity usage to lower rate periods. Smart Meters don't conserve electricity, people do!

Ten Things You Should Know About Time-of-Use (TOU) Rates

1. Smart Meters and Time-of-Use (TOU) rates are a province-wide initiative of the Ontario Government that will allow you to better manage your electricity costs.
2. TOU rates are not yet in effect in Tillsonburg; customers will be transitioned to TOU rates during the summer of 2011.
3. All electricity customers in the Province will transition to TOU rates by the end of 2011.
4. You will receive advance notification before you transition to TOU rates. A notice will appear on your bill, and an information package will be sent to your home.
5. Before you transition to TOU rates, you'll be able to compare them to your current rates based on your own consumption patterns, using an online tool developed by Tillsonburg Hydro.
6. TOU rates mean that the amount you pay for electricity will depend on what time of day you use it. There will be three different periods – on-peak, mid-peak, and off-peak, and the rates for these periods will be set every six months by the Ontario Energy Board (OEB).
7. In a typical 168-hour week, there will be only 30 to 40 on-peak hours, compared to nearly 100 hours at off-peak.
8. Pilot studies submitted to the OEB show that most customers' bills will change (+/-) by only a small percentage.
9. TOU rates will help reduce on-peak demand in the Province, which will save us all money in the long run. Right now, the Province has to maintain power plants that only operate during on-peak periods, which is very expensive.
10. Reducing on-peak demand will mean less pollution and greenhouse gases, since power plants used to meet on-peak demand are usually fossil fuel generating stations.

The Smart Meter Reading to Billing Process

Smart Meters

As soon as a customer's traditional meter is removed and replaced with a Smart Meter, the newly installed smart meter begins recording electricity consumption data in hourly intervals. What makes these meters "smart" is that they can be remotely programmed to report data in time-of-use blocks as well as the more traditional total kilowatt-hour register read. Upon installation, the smart meter also begins communicating with collectors and other smart meters via its internal 900 MHz radio, which is capable of sending and receiving messages. The 900 MHz radio signal is the same technology used in other wireless products in your home such as cordless phones and wireless internet devices. Each group of meters and their collector communicate via a Local Area Network (LAN). Smart meters perform two tasks; they measure the customer's electricity usage and act as repeaters for neighbouring meters. In this way, each meter doesn't have to talk directly to the collector. Instead, meters in between the most distant meters relay the messages. This relaying of messaging between meters is known as "hopping." In our system, the data may hop up to eight times from meter to meter to communicate with a collector. Hopping allows the LAN to maximize communication distances.

Collectors

The collector, installed in a PVC box and mounted on one of our hydro poles, receives consumption data wirelessly from approximately 500 surrounding smart meters. This consumption data is transferred from the collector to the Advanced Metering Central Computer (AMCC) by another wireless communication medium called a Wide Area Network (WAN). Although the WAN serves a similar purpose to the LAN, it is able to transfer data further distances. The daily consumption data is then sent to the provincial Meter Data Management/Repository (MDM/R) system by the AMCC.

Advanced Metering Central Computer (AMCC)

Tillsonburg Hydro's smart meter read schedules are maintained by our AMCC, located in London at our AMI Operators office. The AMCC sends daily messages to the collector units to communicate all of the reads for its meters via the WAN. The system reads all residential meters each night, and obtains a demand read for commercial customers once per month. The WAN gathers data from all of our collectors, which are strategically located throughout the municipality.

Provincial Meter Data Management/Repository

The Provincial MDM/R system is currently being installed. The MDM/R project is being coordinated and managed by the Independent Electricity System Operator (IESO). As dictated by the timing of the billing schedule, or upon request by Tillsonburg Hydro, the MDM/R system will send bill-ready files to us for processing and billing through our CIS.

Billing

To ensure the accuracy of customer data, every Tillsonburg meter will be assigned a unique Service Delivery Point Identification (SDPID) number to identify itself to the MDM/R system. Using these numbers, the CIS will validate that metering and customer information is consistent between our AMCC and the Provincial MDM/R system. Once time-of-use rates come into effect, Tillsonburg Hydro will use the data collected by the smart meter to bill customers according to when they use electricity.

General Question & Answers

1. Why has the Province mandated the use of Smart Meters?

It is estimated that over the next twenty years, Ontario will need to refurbish, rebuild, replace, or conserve 25,000 megawatts (MW) worth of generating capacity — more than 80% of Ontario's current electricity generating capacity — at an estimated cost of \$70 billion. Producing more electricity is only part of the answer. Conservation and demand management will help us make the best use of our existing electricity resources and slow our growth in demand. There are tremendous opportunities to reduce the supply-demand gap through the wise use of electricity — and Smart Meters together with time-of-use (TOU) rates will help encourage us all to think about how and when we use electricity.

2. What are the benefits of Smart Meters?

The objective of the Smart Meter Initiative is to reduce peak demand on the province's aging electricity system — demand that often means electricity has to be generated at a higher cost. It's not efficient to build new power plants to meet a few hours of peak demand every year — and then have those same plants sit idle the rest of the time. Reducing peak demand will also help lower the need for more polluting, carbon-based forms of generation like coal, oil and natural gas.

The idea behind TOU rates and Smart Meters is to help customers make better decisions about using electricity during peak hours by either shifting consumption to another time of the day or week or by reducing it through conservation. A combination of both will yield the greatest results.

3. How will the future be different?

With one of the largest deployments of Smart Meters in the world, Ontario is well positioned to be a future leader in the development and deployment of Smart Grid technologies. Smart Meters (advanced metering) is an essential component for the implementation of Smart Grid capabilities.

Today, electrical grids are made up primarily of power lines and electromechanical devices. By adding automated two-way communication systems, utilities will be able to locate problems that cause power outages remotely, analyze corrective action recommendations, and significantly reduce restoration times. Real-time monitoring and automation will also increase the grid's self-healing capabilities, and allow "smart appliances" in customer homes to respond to changing price signals.

4. Why does our Peak Demand matter so much?

Smart Meters and Time-of-Use (TOU) rates are new energy management tools that will help smooth "peak demand". Both are being introduced across the Province in a staggered fashion.

When we're all using a lot of electricity at the same time we create "peak demand" periods. Supplying electricity at those peak times has a range of impacts:

- It adds to our electricity costs because higher demand leads to higher prices.
- It's hard on the environment because more of the less attractive forms of generation must be run to meet them.
- It adds to the amount of new generation, transmission and distribution infrastructure Ontario must build; and consumers must pay for.
- It puts a strain on our electricity system.

Working together to reduce use at peak times makes good sense.

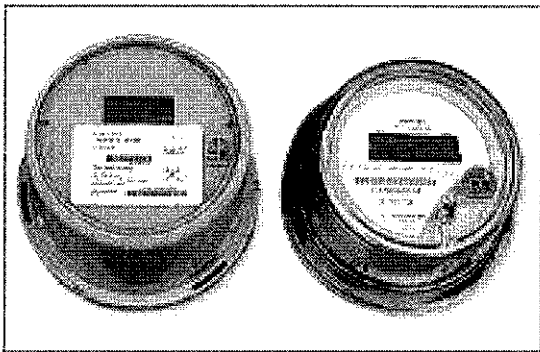
5. Why would I want a Smart Meter?

A Smart Meter provides you with the ability to control your energy costs by moving some of your electricity use to off-peak periods or by lowering your energy use during on-peak periods. For example, you could set your air conditioner a few degrees warmer during the afternoon and run your dishwasher at night. When TOU rates are introduced, you will pay a higher price for the electricity you use during periods of high demand, such as during the day and lower prices for periods of low demand, such as at night, on holidays and weekends.

The objective is to incent, through economic measure, a change in consumption behaviour. Those consumers that are successful in altering their consumption behaviours will be rewarded with lower energy costs. With Smart Meters and a 'smart' price plan consumers will have the ability to control their own budgets and behaviours as they choose.

6. What is a Smart Meter?

Smart Meters look like standard meters (except with an LCD display and no dials) and fit into a standard meter base. No modifications of your equipment will be necessary to accept a Smart Meter.



7. How is a Smart Meter different from my old meter?

The old meter has dials and measures the total amount of electricity used in a billing period, (monthly in Tillsonburg) so customers do not have the ability to track their electricity consumption. This is because old meters were read manually; new meters are read remotely.

8. What happens to the old electricity meters?

Tillsonburg Hydro has entered into a contract with a reputable recycling company who will pick up and dispose of all old electricity meters.

9. What benefits will I see as a result of Smart Meters?

The Smart Meter system provides a number of significant benefits.

- Measures how much energy you use and when you use it - providing you with the opportunity to take action to reduce your energy bill by:
 - Lowering your electricity use during peak (higher price) periods; and
 - Shifting your electricity use to lower price periods.
- Stores electricity use information - providing you the opportunity to review your electricity use information the next day through the internet.
- No more estimated electricity bills - Smart Meters will automatically and regularly transfer your meter readings to the Provincial MDM/R.
- Faster response to outages - Smart Meters will eventually tell us when your power is out.
- Reduces need to build power generation facilities - as all Ontarians shift energy use away from peak periods.

10. Are Smart Meters accurate?

Customers may rest assured that their Smart Meters are accurate. Each meter is calibrated and tested to meet Measurement Canada accuracy standards before it is placed into service. Furthermore, Tillsonburg Hydro is required by federal legislation, the Electricity and Gas Inspection Act, to maintain the accuracy of all in-service electricity meters. This does not change with the installation of a Smart Meter.

11. Are Smart Meters Safe?

The Smart Meters that Tillsonburg Hydro is installing comply with all required technical and safety standards including those established by Health Canada's Radiation Protection Bureau. These are the same standards that govern home cordless phone systems.

12. Are Smart Meters the same as load management (peaksaver) devices?

No - load management uses a peaksaver switch that is attached to your air conditioner, electric water heater, and pool pump. The control switch interrupts power for brief periods of time to reduce the amount of electricity being used during provincial peak demand periods.

13. Will everyone get a Smart Meter?

Yes - the Province has a target that by the end of 2010, every individually metered home and small business in Ontario will have a Smart Meter.

14. I don't want to have a Smart Meter installed. Can I refuse?

No - the Province has mandated that every individually metered home and small business in Ontario will have a Smart Meter.

15. Do I need to activate my Smart Meter?

No - Smart Meters simply replace your existing meter and there is nothing more that you need to do.

16. How do I make all this work for me?

You're encouraged to take advantage of the new electricity consumption information that will be available to you via the internet, and to consider strategies that work for you.

Tillsonburg Hydro will notify you when you can access a web portal to view your personalized electricity consumption, current to the previous day, on a secure web site. Your regular electricity bill will also show your total electricity consumption in each pricing period (on-peak, mid-peak, and off-peak) over the billing period. Together, this will give you key information about when you're using the most electricity, and you'll be able to see how your electricity usage patterns affect your bills.

17. Do I need to sign a contract?

There is absolutely no contract involved. You will not be asked at any time by Tillsonburg Hydro or our approved representatives to sign a contract due to your Smart Meter installation.

18. Why are there different prices and time periods?

The Ontario Energy Board (OEB) has developed an electricity price plan to provide stable and predictable electricity pricing, which ensures the price consumers, like you, pay for electricity better reflects the actual cost of producing the electricity.

Electricity prices charged per "kilowatt-hour" change throughout the day, like long distance telephone rates, to better reflect the changes in the costs to produce electricity at different times of the day.

One of the OEB's goals through Time-of-Use (TOU) pricing is to provide an incentive for customers to shift some of their consumption away from periods of high total consumption (called "on-peak") to periods of low demand (called "off-peak"). By doing that, customers can save money on their bill.

Shifting electricity use will mean the higher cost electricity generators will be needed less. Some of those higher cost generators also create more air pollution, so relying on them less can also help benefit the environment. In the long run, lower peak demand will mean the province needs to build less new generation to serve that peak, lowering costs for all Ontarians.

With different prices at different times, TOU pricing rewards customers for using electricity during low and mid-demand periods when prices are lower.

19. What are Time-of-Use (TOU) rates?

Time-of-use (TOU) rates refer to electricity rates, which vary based on when electricity is used. That includes by time of day, by day of week (weekdays versus weekend), and by season (winter or summer).

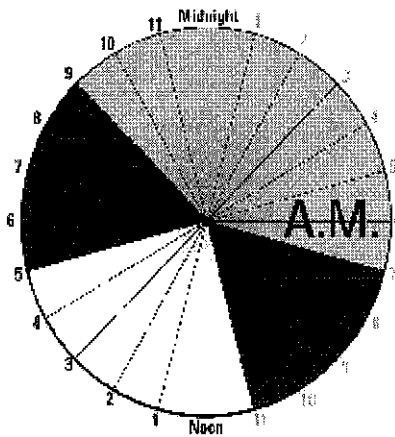
TOU rates better reflect the way the electricity market works. Electricity rates rise and fall over the course of the day, and tend to drop overnight and on weekends, based on the amount of supply available and our levels of demand.

20. What are the current TOU rates?

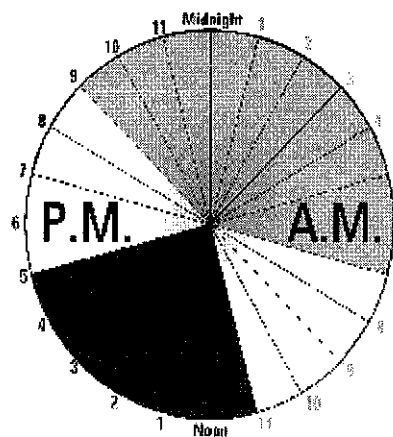
Ontario Energy Board

Regulated Price Plan - Time of Use Prices

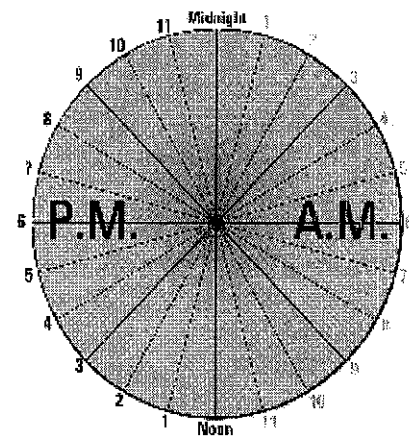
Winter (Nov 1-Apr 30) - Weekdays




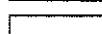

Summer (May 1-Oct 31) - Weekdays



Weekends & Holidays



Time-of-Use Periods of the Day

	Off-Peak: 5.1 cents per kilowatt hour
	Mid-Peak: 8.1 cents per kilowatt hour
	On-Peak: 9.9 cents per kilowatt hour

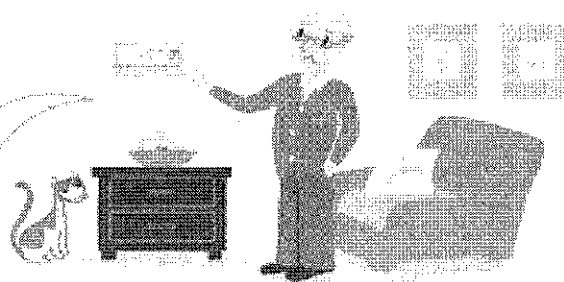
Prices effective Nov 1, 2010

Ontario Electricity Time-of-Use Price Periods

Make the Shift

Thermostat

Set your thermostat lower in winter and higher in summer during higher-priced peak hours and save.



SUMMER (May 1 – October 31)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7 am							
11 am							
5 pm							
10 pm							

Off-peak On-peak

For detailed Time-of-Use pricing, please go to www.ieso.ca

WINTER (November 1 – April 30)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7 am							
11 am							
5 pm							
8 pm							
10 pm							



21. What is the holiday schedule for TOU rates?

Off-peak rates apply all day on the holidays identified below. If a holiday falls on a Saturday or Sunday, (days which are already off-peak), then the next eligible weekday that follows will be designated as the holiday for all-day, off-peak rates.

Family Day
Good Friday
Victoria Day
Canada Day
Civic Day
Labour Day
Thanksgiving Day
Christmas Day
Boxing Day

22. Where can I view the TOU rates?

Visit www.ieso.ca, click on Consumer Information and then the Smart Meter link.

23. What are the benefits of TOU rates?

With the ability to measure when electricity is used, different rates can apply at different times of the day. With TOU rates, you'll have a new way to manage your electricity use and your bills by shifting some electricity to times of the day when rates are lower which can save you money.

24. TOU sounds complicated.

It's true that, at first, you'll need to be more aware of how and when you use energy, but over time, it will simply become a habit. Smart Metering will give you better information and a tool to help you make informed decisions about your electrical usage. Once you review this information on the internet through our web portal, you'll be able to develop the best strategies for you.

25. I'm a Senior, Disabled Person and/or Stay-at-Home Parent who is home during weekdays. Will I be disadvantaged by TOU prices?

TOU prices have not been designed to penalize those customers who, for various reasons may have difficulty shifting consumption or are using a very small amount of power. Recent pilot programs have shown that for most customers, if they don't change their behavior, then they will pay about the same price for electricity that they currently pay under the tiered Regulated Price Plan (RPP) model.

This is due in part to the fact that there is a significant difference in the number of off-peak hours (98) compared to on-peak hours (30-40) in any given week. In other words, for every hour that your fridge is running on-peak, there are between two and three off-peak hours when you're paying significantly less than current tiered RPP rates.

In this way, the TOU rates tend to off-set one another so that customers are not penalized but are still given incentives to shift some of their peak consumption if they are able.

26. I have electric heat, will I pay more? What about my other appliances, which run all day?

Overall, most customers should not see a major increase in their electricity bills with the transition to TOU rates. In a 168-hour week, only 30 to 40 hours (depending on season) are at on-peak times. There is between two and three times (98 hours) as many off-peak hours in any given week compared to on-peak hours.

As a general rule, electric heating operates more often at night when the temperature drops. This is also when electricity is the cheapest. The cost of running cyclical appliances, like refrigerators, will average out on a weekly basis.

27. I run a business that's open mostly in peak and mid-peak times. Won't these rates cost me more?

TOU rates better reflect what it actually costs to provide electricity at various times of the day, so to the extent that you can shift some electricity usage to off-peak times, you'll save. Many businesses can also reduce their electricity bill through conservation and improved energy efficiency.

28. Will I be able to see the Time-of-Use (TOU) rates or my hourly consumption data on my smart meter?

TOU rates and consumption data will not appear on your Smart Meter. Your Smart Meter will show total consumption, just as the old meter. You will, however, have access to your meter data up to the previous day's data via the internet.

29. When will I be moved over to TOU rates?

Tillsonburg Hydro will notify you in advance prior to moving you over to the new TOU rate structure.

30. When will I begin paying TOU rates?

All electricity customers in the province will transition to TOU rates by the end of 2011.

TOU rates are not yet in effect in Tillsonburg. Current plans are to transition all customers to TOU during the summer of 2011. The implementation of TOU rates is dependent upon the establishment of a central Meter Data Management Repository (MDM/R). The Independent Electricity System Operator (IESO), an agency of the provincial government, has been given the responsibility for developing the MDM/R. This system will receive and process the Smart Meter readings from across Ontario, and send the TOU billing data back to local utilities such as Tillsonburg Hydro so we can bill customers.

Our ability to implement TOU rates is dependent on a fully tested and operational MDM/R, and the necessary regulations regarding the interaction of Local Distribution Companies (LDCs), such as Tillsonburg Hydro, with the MDM/R, both of which are still in development. The responsibility for developing this system rests with the province, and has been assigned to the IESO.

31. How will I know what the On-Peak Times are?

You will receive advance notification before you transition to TOU rates. A notice will appear on your bill, and an information package will be sent to your home. This package will clearly outline the on-peak, off-peak and mid-peak times.

32. How will TOU rates affect my bill?

This all depends on your current consumption patterns and how much electricity you use at different times of the day. Even if you don't make radical changes in your energy consumption patterns, there are a lot of very simple things you can do to conserve energy at all times of the day.

Note that any reduction in total consumption will also lower other charges on your bill. Your regulatory, debt retirement and most of your delivery charges are also determined by how much electricity you use.

33. Will I have to change my lifestyle because of TOU rates?

Remember, even small changes can have an impact. The biggest changes you may want to make will be to shift the time you run big electricity appliances such as dishwashers, washers and dryers and air conditioners. Try shifting the times you run these appliances to mid or off-peak hours.

Even simple decisions such as choosing compact fluorescent bulbs when you need to replace your incandescent bulbs can make a difference. *Remember, every kilowatt counts!*

34. What are some examples of how I can save energy with a Smart Meter?

- Shift your electricity usage to periods when the rates are lower
- Do laundry on weekends and wash in cold water
- Turn the dishwasher on after 10 p.m. and select the economy setting and air dry cycle
- Lower your electricity usage during periods when rates are higher
- Set the air conditioning a few degrees warmer during the afternoon
- Turn appliances such as the computer, radio and TV off when they're not in use
- Most common but sometimes forgotten, turn lights off when not in use

35. Will my electricity bill automatically go down once I have a Smart Meter?

No - Smart Meters will not automatically result in energy cost savings. However, when teamed with TOU rates, Smart Meters will provide you the opportunity to better manage your electricity bill by reducing electricity use during higher rate periods and by moving your electricity use to lower rate periods.

36. Will my electricity bill go up once I have a Smart Meter?

That will depend, in part, on you. Once you're billed on TOU rates, depending how and when you use electricity, you may pay a bit more or less or see very little difference. With Smart Meters, those who work to conserve and shift their usage to off-peak, weekends or holidays may benefit the most. Currently those customers, who conserve, see no rate advantage no matter what time of the day they use power.

37. How much can I expect my bill to change with TOU rates?

Studies to date show that most customers' bills will change by only a few percent based on their current consumption patterns. Some will pay slightly less and some slightly more, depending on when they use electricity most. Smart Meters don't conserve electricity, people do! In the long run, reducing peak demand will save us all money. Right now the Province has to maintain power plants that only operate during peak periods, which is very expensive.

38. Are there other options for those who don't want to pay TOU rates?

You can sign a contract to switch to an electricity retailer. Most contracts, which are not regulated by the OEB, currently offer a fixed electricity price all day. If you're considering a contract, we can help you with questions you should ask before signing.

39. What if I have a contract with an electricity retailer?

If you purchase your electricity through an electricity retailer, you will still receive a Smart Meter. You will continue to pay the rate agreed to in the contract, for the duration of the contract. If you are a residential consumer, note that the rate you have agreed to pay is likely a fixed rate and does not vary according to the time the electricity is used. You will remain on the contract rate, even when TOU rates are in effect.

40. My Smart Meter was just installed, what will happen next?

For now, nothing will change. Your new Smart Meter will continue to work just like your old one. There will be no immediate change to how your electricity rates work, or how you will be billed.

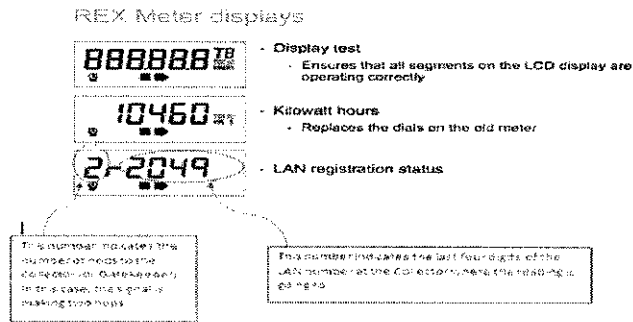
41. Will someone still read my meter?

When your meter is first installed, a meter reader will continue to visit your house until our Smart Metering system is fully operational. You may also have a meter reader continue to visit your house to read your water meter. Only your electricity meter is changing to a Smart Meter.

42. How do I read my new meter?

The Smart Meter displays the following pieces of information in sequence:

- 1) A display test to ensure the display is functioning correctly
- 2) Your accumulated kilowatt-hour (kWh) consumption in a six-digit format
- 3) LAN Registration Status (collector and # of hops required)



43. How is the cost of the Smart Meter initiative recovered?

The cost of the Smart Meter initiative will be recovered through the electricity rates paid by all customers, in the same way that costs for Tillsonburg Hydro's services are recovered (through our Delivery Charge). The Delivery Charge covers the costs associated with building, maintaining and operating the Provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that customers use.

The costs to operate, maintain and reinvest in the Smart Meter system form a new and ongoing part of Tillsonburg Hydro's cost of service, which is subject to periodic review and adjustment through the Ontario Energy Board's (OEB's) rate approval processes. The OEB assesses all rate applications from utilities (such as Tillsonburg Hydro) and determines if the rate for recouping costs associated with the Smart Meter initiative is fair and equitable.

44. Will I be able to monitor my electricity consumption?

In the future, you will be able to access your meter data through the Internet. With the implementation of Smart Meters and future TOU rates, customers will have the information they need to make decisions about how and when they use electricity.

45. Where will all the meter data be stored?

The Government of Ontario is developing a central meter data repository (MDM/R). All Local Distribution Companies (like Tillsonburg Hydro) will transmit customers hourly smart meter data to the central meter data repository on a daily basis.

46. Can I see my Smart Meter data now?

Not yet - the Smart Meter is just one component of the whole system. The meter relies on a radio communication network and sophisticated data management systems to collect, validate, process and present all this information. When these systems are fully operational, you will be able to access your hourly consumption and TOU data via a web portal.

47. Will I still receive estimated bills?

Since smart meters automatically transmit meter reads, it will no longer be necessary to estimate bills.

48. Is my usage information secure and will it remain confidential?

Ontario's electricity distribution companies are required, by law, to ensure that the Smart Meters and communication networks that are put into place are equipped with security features to prevent unauthorized access. We must also comply with federal laws regarding the privacy, protection and disclosure of personal information. Any data that is sent to/from the central meter data repository will be encrypted as to prevent identification of an individual.

49. Where can I get more information on the Ontario Government's Smart Meter Initiative?

The Ontario Government has created the "Getting Smart about Smart Meters" website to provide electricity consumers with information about its Smart Meter initiative. The website is located at www.smartmetersontario.ca.