



Ontario

Ontario Energy Board Commission de l'énergie de l'Ontario

## Ontario Electricity Support Program (OESP)

### OESP High Level Project Plan and Go-Live Readiness Checklist

## High Level Project Plan

The High Level Project Plan is to be used in association with the Self-Certification Sign-Off Report to help a Utility prepare to meet key milestones of the project and to effectively offer and apply OESP to eligible customer's bills for January 1<sup>st</sup>, 2016. The Utility is expected to complete and submit this High-Level project plan along with its completed Self-Certification Report (August 26, October 9 and November 30). The Utility should indicate the planned start and completion date of activities required to complete each key milestone. For select activities below, target dates have been provided to enable utilities to develop their planned activities to align with these dates. Identifying the % complete for each activity will help the Utility identify the total progress for each milestone when submitting the Utility's Self-Certification Sign-Off Report. If a particular milestone is not applicable to your Utility, please indicate your reasoning.

MILESTONE ONE	Preparation for Customer Confirmation Interface test with the CSP	Start	End	% Complete
	1. Utility returns high level project plan (this Table) to OEB			
	2. Customer Confirmation Interface system build			
	3. Customer Confirmation Interface internal test			
	4. <b>Milestone One Complete: Utility ready to test Customer Confirmation Interface with CSP</b>		08/26/15	

MILESTONE TWO	Preparation for Customer Tariff and Onetime Adjustment Interface test with CSP	Start	End	% Complete
	5. Billing System Build / Configuration			
	6. Billing System test (internal to Utility)			
	7. Initial OESP Communications to customers			
	8. Customer Tariff Interface system build			
	9. One Time Adjustment Interface system build			
	10. Customer Tariff Interface internal test			
	11. One Time Adjustment Interface internal test			
	12. <b>Milestone Two Complete: Utility ready to test Customer Tariff and One Time Adjustment interfaces with CSP</b>		As early as: 08/28/15 As late as: 10/09/15	

MILESTONE THREE	Milestone Three: Preparation for OESP Effective start	Start	End	% Complete
	13. Bill print development			
	14. Bill print testing			
	15. Readiness to collect OESP charge from all applicable customers			
	16. Readiness to settle OESP charges and rates with IESO			
	17. Technical support organization ready (e.g. for Secure FTP support)			
	18. <b>Milestone Three Complete: Utility is fully ready to offer and apply OESP to eligible customer's bills</b>		11/30/15	

Other Key Dates	Start	End	Complete (Y/N)
19. Utility submits test environment IP address range and production IP range to CSP (OESPSUPPORT@icfi.com)	08/6/15	08/24/15	
20. Utility obtains credentials to gain access to CSP's Test environment	08/14/15	08/26/15	
21. CSP tests Customer Confirmation interface with Utilities (send and receive)		8/24/15	
<b>22. Customer Confirmation interface test with CSP Complete. Utility Production environment ready to support Customer Confirmation Interface</b>		<b>09/30/15</b>	
23. Utility obtains credentials to gain access to CSP's Production environment	10/01/15	10/07/15	
<b>24. Utility ready for Customer Confirmation interface in production</b>		<b>10/12/15</b>	
25. Utility Training (technical, contact centre etc.) complete		10/09/15	
26. CSP tests Customer Tariff interface with Utilities (send and receive)	8/28/15	10/30/15	
27. CSP tests One Time Adjustment interface with Utilities (send and receive)	8/28/15	10/30/15	
28. Utility sends English and French bill print image (jpg or PDF) showing OESP amount to ICF	As soon as available	11/02/15	
<b>29. Customer Tariff and One Time Adjustment interfaces test with CSP Complete. Utility Production environment ready to support Customer Tariff and One Time Adjustment Interface</b>		<b>11/02/15</b>	
<b>30. Utility ready for Customer Tariff and One Time Adjustment in production</b>		<b>11/12/15</b>	
<b>31. Utility ready for January 1 2016 go-live of OESP Program</b>		<b>Mid December</b>	
<b>32. Utility submits update to High Level project plan (this table) to OEB – 1</b>		<b>08/26/15</b>	
<b>33. Utility submits update to High Level project plan (this table) to OEB – 2</b>		<b>10/09/15</b>	
<b>34. Utility submits update to High Level project plan (this table) to OEB – 3</b>		<b>11/30/15</b>	

# Go-Live Readiness Checklist

The Go-Live Readiness Checklist is available for Utilities to use as a tool to further break down each of the OESP activities listed in the Project Plan and help aid the Utility to identify the % complete for each activity. Note that there is no need to submit this Checklist to the OEB. Please note that a Utility may require more steps to complete an OESP activity then the ones listed in the Go-Live Readiness Checklist. The Utility will ultimately be responsible for completing all actions necessary, both standard and unique to the Utility, to ensure that it has sufficiently completed steps necessary to successfully reach OESP milestones.

Activity	Complete	Notes
<b>Customer Confirmation Interface system build</b>		
<ul style="list-style-type: none"> <li>Have you read and understood the OESP Technical Interface spec?</li> </ul>		
<ul style="list-style-type: none"> <li>Is building your Customer Confirmation Interface proceeding as you expected and if not, are plans and mitigations are in place to address this?</li> </ul>		
<b>Customer Confirmation Interface internal test</b>		
<ul style="list-style-type: none"> <li>Have you prepared test cases (including test data) for your internal testing?</li> </ul>		
<ul style="list-style-type: none"> <li>Is your internal testing proceeding as you expected and if not, are plans and mitigations are in place to address this?</li> </ul>		
<ul style="list-style-type: none"> <li>Is the appropriate person in your organization ready to certify, in writing to the OEB, that your interface system required to support the Customer Confirmation interface has passed testing within your organization and is ready to be tested with the CSP?</li> </ul>		
<b>Customer Confirmation Interface Test with CSP</b>		
<ul style="list-style-type: none"> <li>Have you received an account for the CSP Self-Verification Test Portal and the Test SFTP site?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you authorized your test environment IP with the CSP?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you logged in and verified that you have a UtilityID?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you read and understood the CSP test plan for the Customer Confirmation Interface found on the OESP Secure Website?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you successfully executed the various testing scenarios as outlined in the CSP test plan for the Customer Confirmation interface? This includes, for each test scenario:               <ul style="list-style-type: none"> <li>Generating a test Customer Confirmation request XML through the CSP Self-Verification test portal using test data</li> <li>Successfully connect to the Test SFTP and retrieve the generated test Customer Confirmation request XML for processing</li> <li>Process the generated test Customer Confirmation request XML and generate the corresponding Customer Confirmed response?</li> <li>Upload the Customer Confirmed response to the Test SFTP for CSP processing and validation within the CSP Self-Verification Test portal</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Have you communicated with the CSP for technical assistance if you have received errors during your Customer Confirmation Interface testing?</li> </ul>		
<ul style="list-style-type: none"> <li>Is your testing with the CSP proceeding as you expected and if not, are plans and mitigations are in place to address this?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you successfully completed all steps related to Customer Confirmation Interface outlined on the CSP's Self-Verification Test portal?</li> </ul>		

Activity	Complete	Notes
<b>Billing System Build</b>		
<ul style="list-style-type: none"> <li>Have the organization(s) delivering development and test services (internal or external) read and understood the OESP program documentation on the OEB's website?</li> </ul>		
<ul style="list-style-type: none"> <li>Are your billing system changes proceeding as you expected and if not, are plans and mitigations are in place to address this?</li> </ul>		
<b>Billing System Test (internal to Utility)</b>		
<ul style="list-style-type: none"> <li>Is your testing proceeding as you expected and if not, are plans and mitigations are in place to address this?</li> </ul>		
<b>Contact Center Training</b>		
<ul style="list-style-type: none"> <li>Have you identified individuals within your organization who will receive questions related to the OESP?</li> </ul>		
<ul style="list-style-type: none"> <li>Has your Utility's Trainer attended a "Train the Trainer" training session offered by the OEB?</li> </ul>		
<ul style="list-style-type: none"> <li>Has your Utility's Trainer trained all necessary individuals (mentioned above) who will receive questions related to the OESP?</li> </ul>		
<ul style="list-style-type: none"> <li>Is your Utility prepared to receive customer questions related to the OESP and give appropriate responses?</li> </ul>		
<b>Technical Support Organization training (e.g. for Secure FTP support)</b>		
<ul style="list-style-type: none"> <li>Have you identified individuals within your organization that will be managing interactions between your Utility and the CSP via secure FTP?</li> </ul>		
<ul style="list-style-type: none"> <li>Is your Utility prepared to Support transactions between your Utility and the CSP</li> </ul>		
<b>OESP Communications to customers</b>		
<ul style="list-style-type: none"> <li>Have you posted a link to the OESP website on your Utility's webpage?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you selected any additional communications that you would like to offer to your customers from the OESP Secure Project Website and are you prepared to begin distributing this communication?</li> </ul>		
<b>Customer Tariff Interface system build</b>		
<ul style="list-style-type: none"> <li>Have you read and understood the OESP Interface spec?</li> </ul>		
<ul style="list-style-type: none"> <li>Is building your Customer Tariff Interface proceeding as you expected and if not, what plans and mitigations are in place to address this?</li> </ul>		
<b>One Time Adjustment Interface system build</b>		
<ul style="list-style-type: none"> <li>Have you read and understood the OESP Interface spec?</li> </ul>		
<ul style="list-style-type: none"> <li>Is building your One Time Adjustment Interface proceeding as you expected and if not, are plans and mitigations are in place to address this?</li> </ul>		
<b>Customer Tariff Interface internal test</b>		

Activity	Complete	Notes
<ul style="list-style-type: none"> <li>Have you prepared test cases (including test data) for your internal testing?</li> </ul>		
<ul style="list-style-type: none"> <li>Is your testing proceeding as you expected and if not, are plans and mitigations in place to address this?</li> </ul>		
<b>One Time Adjustment Interface internal test</b>		
<ul style="list-style-type: none"> <li>Have you prepared test cases (including test data) for your internal testing?</li> </ul>		
<ul style="list-style-type: none"> <li>Is your testing proceeding as you expected and if not, are plans and mitigations in place to address this?</li> </ul>		
<b>Customer Tariff and One Time Adjustment Interfaces Test with CSP</b>		
<ul style="list-style-type: none"> <li>Have you communicated with the CSP for technical assistance if you have received errors during your Customer Tariff Interface and One Time Adjustment Interface testing?</li> </ul>		
<ul style="list-style-type: none"> <li>Is the appropriate person in your organization ready to certify, in writing to the OEB, that the interface system required to support the Customer Tariff interface and One Time Adjustment interface has passed testing within your organization and is ready to be tested with the CSP?</li> </ul>		
<b>Bill print development</b>		
<ul style="list-style-type: none"> <li>Have you read and understood all requirements for OESP-related bills?</li> </ul>		
<ul style="list-style-type: none"> <li>Have you engaged with your (internal or external) bill print organization and do they understand the requirements for OESP-related bills?</li> </ul>		
<b>Bill print testing</b>		
<ul style="list-style-type: none"> <li>Is your testing proceeding as you expected and if not, are plans and mitigations in place to address this?</li> </ul>		
<ul style="list-style-type: none"> <li>Is the appropriate person in your organization ready to certify, in writing to the OEB, that your bill print system has passed testing within your organization?</li> </ul>		
<b>Readiness to collect OESP charge from all applicable customers</b>		
<ul style="list-style-type: none"> <li>Are you able to apply and collect the appropriate OESP charge to the bills of all applicable customers?</li> </ul>		
<b>Readiness to settle OESP charges and rates with IESO</b>		
<ul style="list-style-type: none"> <li>Have you worked with the IESO as required to settle OESP charges and rates with the IESO?</li> </ul>		
<b>Long Term Readiness</b>		
<ul style="list-style-type: none"> <li>Are there individuals within your organization ready to support the long term sustainment of OESP?</li> </ul>		
<ul style="list-style-type: none"> <li>Is the appropriate person in your organization ready to certify, in writing to the OEB, that your Utility is fully ready to offer and apply OESP to eligible customer's bills?</li> </ul>		