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MDM/R Connectivity from a Small to Medium LDC's Perspective

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- SPI is working with three LDCs: Erie Thames Power Lines, West Perth Power & Clinton Power
- SPI is supporting these LDCs' projects to be MDM/R ready
- Providing project management oversight as well as knowledge transfer of MDM/R implementation requirements
- Assisting with tasks that require “all hands on deck”

- IESO provides project plan but need knowledge of your systems and connections
- Project spans several months while still business as usual
- dedicated resources to the project for accountability
- Helpful to have experienced project manager
- Identify key individuals
- Need for flexibility from their regular work
- Internally, project communication critical

- Map processes through the company and systems (end to end)
- Understand which processes will change
- Detail changing processes – ensure all steps are captured as well as interconnections between people, systems
- Identify system changes and connections
- Look to vendors and user group networks for lessons learned
- Custom interfaces or middleware may be needed
- Find ways to minimize time to implement without creating significant work-arounds
- Document and streamline all changed processes

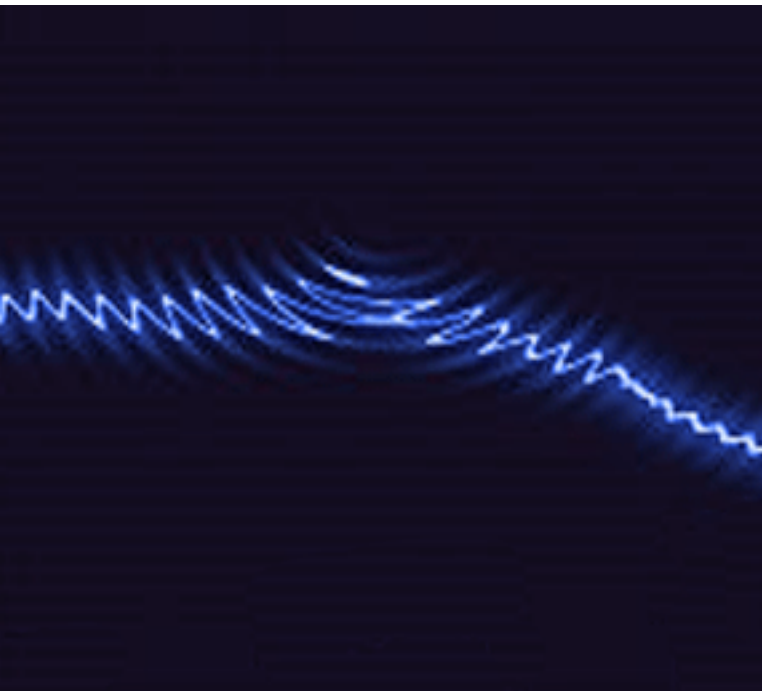
- Test on versions of software (CIS, etc.) you plan to implement – minimize changes after testing phase
- Test interfaces
- Test processes end-to-end (and document)
- Brainstorm “what could go wrong” then test
- Document test scenarios and results
- Adjust documentation of processes if needed
- Don’t assume that because tests worked for another utility that you have exactly the same set up

- Your staff are the experts in what they do – processes and testing by them
- Document step by step processes
- Create staff training plan
- Create customer communication plan
- Communicate with customers early and regularly
- Find ways to divert customers from call centre - website
- Step customers through the changes – smart meters, TOU rates

- Start soon
- Assign a project manager
- Make decisions re systems early
- Spend time on process documentation
- Assign sufficient resources for testing
- Test end-to-end
- Train staff
- Educate your customers early



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