

INFORMATION FOR METER READING SERVICE PROVIDERS (MRSP) FOR ARIZONA CERTIFICATION

The MRSP performs the following functions: meter reading; validation, editing, and estimation (VEE) on raw data; translation of validated data into Commission-approved format; posting data to MRSP Server; exchanging data with market participants; managing MRSP Server; and archiving meter reads for future problem resolution.

An entity may perform these functions in addition to providing energy or may perform MRSP functions as a subcontractor to the entity providing energy.

Certification is necessary to ensure reliable, accurate, and timely data collection and management. The Commission may issue an interim Certificate of Convenience and Necessity for up to 12 months if the applicant has limited or no experience in providing these services.

Continuing Certification

An applicant will be required to file a report with the Commission by January 31 of each year documenting and explaining any situation during the prior year in which the MRSP failed to meet any of the following performance standards:

1. Data Timeliness

All validated meter reads (including estimated reads) must be available by 3 p.m. within 3 working days of the scheduled meter read date.

2. Data Access

Meter reads must be kept on the MRSP Server for a minimum of 5 working days.

3. Data Availability

The MRSP Server must be available 24 hours a day, 7 days a week, with up to 4 hours per month of pre-scheduled down time for maintenance. The Disaster Recovery Plan should be designed to restore the Server to operation within 2 hours for a "minor" disaster, and within 24 hours for a "major" disaster.

4. Data Quality

All meter reading data posted by the MRSP must be processed in compliance with Validation, Editing and Estimation (VEE) rules approved by the Commission. Estimated meter reads can be provided only in accordance with the Commission's billing and collection rules.

5. Help Desk

MRSPs must provide a phone number for technical assistance. A help person must be available 24 hours a day, 7 days a week to respond within 15 minutes to a call regarding data availability (server down). Technical assistance for other issues, including data questions, must be available from 8 a.m. to 5 p.m. local time on business days.

6. Time Standard

All Arizona EDI (DASRs, 867,810,650) should utilize Greenwich Mean Time (GMT) standard time for the business transactions and local time for enveloping.

7. Historical Reads

The MRSP must archive meter reads for a total of 3 years. Meter reads for the prior 12 months must be available within 1 working day of a request; meter reads earlier than the prior 12 months must be available within two working days of a request.

8. Re-reads

INFORMATION FOR METER READING SERVICE PROVIDERS (MRSP)

MRSP must have in place a process to re-read meters upon request. Such re-reads must be completed within 10 working days or in accordance with special circumstances as agreed upon with the party requesting the re-read.

9. Complaint Procedure

A Utility Distribution Company (UDC) or Electric Service Provider (ESP) may file a complaint with the Commission in the event the UDC or ESP believes the MRSP is not complying with the performance standards. The Commission will mediate and determine any necessary corrective action, up to and including fines or de-certification.

VALIDATION, EDITING AND ESTIMATION (VEE)

One of the functions performed by a MRSP is data validation, editing, and estimation. The following tests are required for kWh and kVARh (if used in billing) interval data validation:

- Time check of meter reading device/system: compare to a standard that is traceable to a national standard time source
- Time check of meter: compare to a traceable standard
- Pulse overflow check: verify that number of pulses does not exceed maximum
- Sum check: verify that sum of intervals equals total consumption
- Spike check: check for usage spikes
- High/low check: check for too low or too high consumption per interval
- Meter identification check: verify meter identification number when reading

The following tests are required for monthly data validation:

- High/low usage check: check for too low or too high consumption
- High/low demand check (applies to demand readings only) : check for too low or too high demand
- Time-of-use check (applies to TOU data only): verify that sum of usage by time period equals total consumption
- Zero consumption for active meters: validate data if no consumption shown for active meter
- Usage for inactive meters: validate data if consumption shown for inactive meter
- Meter reading dial quantity: verify that number of dials read is same as number of dials on meter
- Dial decimal quantity: verify number of dials to the right and left of decimal match expected numbers
- External meter identification: verify meter identification number when reading

Data estimation is required when an actual read is not available. The following data estimation rules are required:

INFORMATION FOR METER READING SERVICE PROVIDERS (MRSP)

- Estimation for monthly data: use historical data for same customer; use rate class data if historical data for same customer is unavailable
- Estimation for interval data when only one interval is missing: use straight-line interpolation
- Estimation for interval data when more than one interval is missing: use historical data for same customer; use rate class data if historical data for same customer is unavailable