APS PROPOSAL ON MRSP PERFORMANCE MONITORING STANDARDS (ISSUE 83)

Notification Process/Requirements
The MRSP and the ESP will be notified (via e-mail), on a monthly basis of all agreed upon performance measurements. The meters will be monitored individually and collectively depending on the type of transaction identified below. If the MRSP fails to comply with the agreed upon standards for three consecutive months and in some instances more than five times a year, the UDC will send a warning notification to the ESP and MRSP by e-mail of performance issues. If the performance issues continue and are not corrected within one month of the warning notification, the UDC may file a formal complaint to the ACC on the non-conforming issues and any approved tariff may be charged. The following standards will be monitored for performance issues:

- **Data Remittance (Missing Data)**

The MRSP must have 100% of the reads or interval data (Actual or Estimated) to the UDC by 3:00 P.M. Arizona time on the 3rd working day after the Schedule Read Date. If a particular meter is in violation of this rule for three consecutive months or more than five times a year, the UDC will follow the Notification Process/Requirements noted above. Collectively, if the UDC estimates more than ___% of the total meters for three consecutive months or more than five times a year due to missing data, the UDC will continue to follow the Notification Process/Requirements above.

- **Estimated Data**

The UDC will monitor all meters that are deemed as <u>MRSP estimated</u> in accordance with the 10% estimation rule. If a particular meter is MRSP estimated for three consecutive months or more than five times a year, the UDC will follow the Notification Process/Requirements noted above. If collectively the MRSP has estimated more than ___% of the total meters each month for three consecutive months or more than five times a year, the UDC will continue to follow the Notification Process/Requirements above.

All data submitted to replace any prior data may be posted to the UDC at any time after the close of the billing Cycle. The UDC will decide whether rebilling is required and forward the information to the ESP. If the MRSP posts corrected data three consecutive months for the same meter a monthly notification will not be sent although, a warning notification will be sent after the third consecutive month.

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PSWG VEE Subcommittee
Prepared by APS
11/30/00

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- **Data Errors/Rejections**

If a meter fails to pass the validations of the UDC and the data is rejected for three consecutive months for the same meter, the MRSP and ESP will receive monthly and warning notifications as stated in the Notification Process/Requirements section. If collectively ___% of all meters reject due to data errors more for three consecutive months, the UDC will follow the Notification Process above.

Validations include but not limited to:
- Missing intervals
- Invalid Zero value intervals
- VEE Requirements
- EDI errors
- Customer data errors (i.e. invalid meter #, cycle)
- Data posted for incorrect time periods

PERFORMANCE MONITORING NOTIFICATION EXAMPLES

Missing Data: Meters that need to be estimated by the <u>UDC</u> because of missing meter data.

    <u>Scenario A:</u>   Monitor missing data at the **individual meter level**

        Month A – Estimated November/1st Notice for meter XYZ

        Month B – Estimated December/2nd Notice for meter XYZ

        Month C – Estimated January/3rd Notice for meter XYZ

        Final Warning sent for meter XYZ

        Action – ACC Complaint/other action

- This monitors the MRSP's ability to correct meter issues (i.e. equipment problems, VEE problems etc) in a timely manner.

    <u>Scenario B:</u>   Monitor the number of **total meters** missing data for each month.

        Month A – 100 meters active/__% missing = 1st Notice

        Month B – 500 meters active/__% missing = 2nd Notice

        Month C – 2000 meters active/__% missing = 3rd Notice

        Final warning sent

        Action – ACC Complaint

- This monitors the MRSP's ability to correct meter issues (i.e. equipment problems, VEE problems etc) in a timely matter.

Estimated Data: Pertains only to <u>MRSP</u> estimated data

    <u>Scenario A:</u>   Monitor estimated data at the **individual meter level**

        Month A – Estimated November/1st Notice for meter XYZ

        Month B – Estimated December/2nd Notice for meter XYZ

        Month C – Estimated January/3rd Notice for meter XYZ

        Final Warning sent for meter XYZ

        Action – ACC Complaint/other action

- This monitors the MRSP's ability to correct meter issues (i.e. equipment problems, VEE problems etc) in a timely manner.

    <u>Scenario B:</u>   Monitor if __% or more of the **total meters** are estimated

        Month A – 100 meters active/__% estimated = 1st Notice

        Month B – 500 meters active/__% estimated = 2nd Notice

        Month C – 2000 meters active/__% estimated = 3rd Notice

        Final warning sent

        Action – ACC Complaint

- This helps eliminate the loop-hole of the MRSP estimating data to avoid the "missing data" penalties.
- This monitors the MRSP's ability to correct system problems (i.e. VEE issues, EDI problems etc).