

**PSWG VEE Group  
DRAFT PROPOSAL  
MRSP PERFORMANCE MONITORING STANDARDS**

**1. Introduction**

**2. Notification Process**

The MRSP and the ESP will be notified of violations as they occur. On a monthly basis, all performance measurement violations will be reported to the MRSP and the ESP. The MRSP and ESP will be notified of the violations via e-mail to the designated contact.

**If the MRSP fails to comply with the agreed upon standards 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.**

**3. Performance Monitoring Measurements**

**3.1. 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 3<sup>rd</sup> business 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 the requirements outlined in XXX 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 as referred to in section 2.0.

**3.2. Estimated Data**

The UDC will monitor all meters that are deemed as MRSP estimated in accordance with the 10% estimation rule per the AZ VEE Rules (SecXX). If a particular meter is estimated by the MRSP for three consecutive months or more than five times a year, the UDC will follow the Notification Process as referred to in section 2.0. If collectively the MRSP has estimated more than the requirements outlined in XXX 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 as referred to in section 2.0.

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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.

**3.3. 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. If collectively the requirements are more than the requirements outlined in XXX of all meters reject due to data errors more for three consecutive months, the UDC will follow the Notification Process as referred to in section 2.0.

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

**4.0 Dispute Resolution**  
**Pending draft from C3.**

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**PERFORMANCE MONITORING NOTIFICATION EXAMPLES**

**Missing Data:** Meters that need to be estimated by the UDC because of missing meter data.

Scenario A: Monitor missing data at the **individual meter level**

- Month A – Estimated November/1<sup>st</sup> Notice for meter XYZ
- Month B – Estimated December/2<sup>nd</sup> Notice for meter XYZ
- Month C – Estimated January/3<sup>rd</sup> 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.

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

- Month A – 100 meters active/\_\_\_% missing = 1<sup>st</sup> Notice
- Month B – 500 meters active/\_\_\_% missing = 2<sup>nd</sup> Notice
- Month C – 2000 meters active/\_\_\_% missing = 3<sup>rd</sup> 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 MRSP estimated data

Scenario A: Monitor estimated data at the **individual meter level**

- Month A – Estimated November/1<sup>st</sup> Notice for meter XYZ
- Month B – Estimated December/2<sup>nd</sup> Notice for meter XYZ
- Month C – Estimated January/3<sup>rd</sup> 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.

Scenario B: Monitor if \_\_\_% or more of the **total meters** are estimated

- Month A – 100 meters active/\_\_\_% estimated = 1<sup>st</sup> Notice
- Month B – 500 meters active/\_\_\_% estimated = 2<sup>nd</sup> Notice
- Month C – 2000 meters active/\_\_\_% estimated = 3<sup>rd</sup> 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).

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**Monthly Performance Monitoring Reports Sample**

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