Smart Meter Texas

Service Level Objectives

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**Summary:**

Availability targets and related service information for the core services provided by the Smart Meter Texas Portal.

**Effective: 04/30/2013**

Document Revisions

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| --- | --- | --- | --- |
| Date | Version | Description | Author(s) |
| October 7, 2011 | .9 | First draft | Karen Farley |
| Feb 29, 2012 | 1.0 | Second draft | Ronnie Puckett |
| March 23, 2012 | 1.1 | Draft - TEAM Comments | Miles Higgins |
| April 11, 2012 | 1.2 | Draft – OW comments – sending to market for additional feedback | Karen Farley |
| June 5, 2012 | 1.3 | JDOA SMT Review | Andrea O’Flaherty |
| Sept 12, 2012 | 1.4 | Adding section 8 for unplanned outages | OWG |
| October 09, 2012 | 1.5 | Draft – incorporated feedback from market | OWG |
| October 17, 2012 | 1.6 | Approved with minor changes at AMIT Steering | AMIT Steering |
| April 10, 2013 | 1.7 | Changes made by AMWG | AMWG |

**1. Introduction**

This document describes the service objective targets and reporting mechanisms for the core services, unplanned outages, browser compatibility, change control, and review processes provided by the Smart Meter Texas Solution (SMT) to the Texas competitive retail electric market.

**2**. **SMT Core Services**

SMT core services include:

* SMT Graphical User Interface (GUI) for access to advanced meter energy, premise, and meter data
* SMT Application Programming Interface (API) for access to advanced meter energy, premise, and meter data
* SMT File Transfer Protocol (FTPS) site for file delivery of 15-minute interval advanced meter energy data, usage and ad hoc report delivery
* SMT Call Center for customer/market support
* SMT HAN functionality including GUI and API access for provisioning, de-provisioning, messaging and status monitoring of HAN devices

**3. SMT GUI Service Level Objectives, Notifications, and Reporting**

**3.1 Service Scope**

Included in the scope of the SMT GUI service is the user interface for viewing or downloading advanced meter energy data, premise data, and meter data.

**3.2 Service Level Objectives**

SMT is designed to be a 24x7 application and service, subject to scheduled maintenance windows.

The advanced meter energy data delivered from the Transmission and Distribution Service Providers (TDSPs) will be made available via the SMT GUI by no later than 6:00 am on the second day following the actual day consumption of the advanced meter energy data occurred (2 days after actual energy usage).

SMT GUI availability is targeted to be over 99 percent.

SMT GUI availability will be measured as a percentage of minutes that the service is available compared to the total number of minutes in a given period of time, excluding planned maintenance outage time.

**3.3 Market Outage Notification**

The following times are reserved as scheduled maintenance outage windows for the SMT GUI. Notifications for planned maintenance during these times will be sent to the market at least 3 business days prior to the planned outage.

* Maintenance is conducted after hours and on weekends during low usage, and the typical maintenance window is Saturday 2 AM until noon

Planned SMT GUI outages greater than 15 minutes in length will be reported to the market as follows:

* [Market Notices](http://www.ercot.com/mktrules/guides/commercialops/current) will be sent to the Retail Market Subcommittee (RMS) Listserv and the Advanced Metering Working Group (AMWG) Listserv and will follow the notice formatting guidelines as outlined in the COPS Communication Market Guide posted on the ERCOT website.

The SMT homepage will display a message during outages stating that the site is unavailable.

**3.4 Reporting**

The TDSPs that own and manage SMT (SMT TDSP Committee) will review both monthly and annual SMT GUI reporting statistics as appropriate.

The SMT TDSP Committee will report to the AMWG on a monthly basis the following information regarding SMT GUI as an end-to-end solution including the TDSPs:

1. Time to Market for advanced meter energy data accessible through the SMT GUI
2. Data quality for advanced meter energy data accessible through the SMT GUI
3. SMT GUI monthly availability

Also, the SMT TDSP Committee will review issues concerning the SMT GUI identified by the AMWG, and change requests concerning the SMT GUI brought forth by Market participants through the AMWG Change Request process.

**4. SMT API Service Level Objectives, Notifications, and Reporting**

**4.1 Service Scope**

Included in the scope of the SMT API service are the APIs for accessing advanced meter energy data and on demand read requests by a Retail Customer’s Retail Electric Provider of Record (ROR), the TDSPs, and any party that is not an ROR but is authorized by a Retail Customer to have access to that Retail Customer’s advanced meter energy data (Third Party). APIs for HAN functionality are covered below in section 7 HAN Functionality.

**4.2 Service Level Objectives**

SMT is designed to be a 24x7 application and service, subject to scheduled maintenance windows.

The advanced meter energy data delivered from the TDSPs will be made available via the SMT API by no later than 11:00 pm on the day following the actual day consumption of the advanced meter energy data occurred.

SMT API availability is targeted to be over 99 percent.

SMT API availability will be measured as a percentage of minutes that the service is available compared to the total number of minutes in a given period of time, excluding planned maintenance outage time.

**4.3 Market Outage Notification**

The following times are reserved as scheduled maintenance outage windows for the SMT API. Notifications for planned maintenance during these times will be sent to the market at least 3 business days prior to the planned outage.

* Maintenance is conducted after hours and on weekends during low usage, and the typical maintenance window is Saturday 2 AM until noon

Planned SMT API outages greater than 15 minutes in length will be reported to the market as follows:

* [Market Notices](http://www.ercot.com/mktrules/guides/commercialops/current) will be sent to the RMS Listserv and the AMWG Listserv and will follow the notice formatting guidelines as outlined in the COPS Communication Market Guide posted on the ERCOT website.

**4.4 Reporting**

The SMT TDSP Committee will review both monthly and annual SMT API reporting statistics as appropriate.

The SMT TDSP Committee will report to the AMWG on a monthly basis the following information regarding SMT API as an end-to-end solution including the TDSPs:

1. Time to Market for advanced meter energy data accessible through the SMT API
2. Data quality for advanced meter energy data accessible through the SMT API
3. SMT API monthly availability

Also, the SMT TDSP Committee will review issues concerning the SMT API identified by the AMWG, and change requests concerning the SMT API brought forth by Market participants through the AMWG Change Request process.

**5. SMT FTPS Site Service Level Objectives, Notifications, and Reporting**

**5.1 Service Scope**

Included in the scope of the SMT FTPS site service is the ROR and Third Party interface for access to advanced meter 15-minute interval energy usage data and ad hoc reports.

**5.2 Service Level Objectives**

SMT is designed to be a 24x7 application and service, subject to scheduled maintenance windows.

The advanced meter energy data files delivered from the TDSPs will be made available on the SMT FTPS site(s) by no later than 11:00 pm on the day following the actual day energy usage occurred. Ad hoc reports will be delivered to the SMT FTPS site(s) when available.

SMT FTPS site availability is targeted to be over 99 percent.

SMT FTP site availability will be measured as a percentage of minutes that the service is available compared to the total number of minutes in a given period of time, excluding planned maintenance outage time.

**5.3 Market Outage Notification**

The following times are reserved as scheduled maintenance outage windows for the SMT FTPS sites(s). Notifications for planned maintenance during these times will be sent to the market at least 3 business days prior to the planned outage.

* Maintenance is conducted after hours and on weekends during low usage and the typical maintenance window is Saturday 2 AM until noon

Planned SMT FTPS site(s) outages greater than 15 minutes in length will be reported to the market as follows:

* [Market Notices](http://www.ercot.com/mktrules/guides/commercialops/current) will be sent to the RMS Listserv and the AMWG Listserv and will follow the notice formatting guidelines as outlined in the COPS Communication Market Guide posted on the ERCOT website.

**5.4 Reporting**

The SMT TDSP Committee will review both monthly and annual SMT FTPS site reporting statistics as appropriate.

The SMT TDSP Committee will report to the AMWG on a monthly basis the following information regarding SMT FTPS site as an end-to-end solution including the TDSPs:

1. Time to Market for advanced meter energy data accessible through the SMT FTPS sites(s)
2. Data quality for advanced meter energy data accessible through the SMT FTPS site(s)
3. SMT FTPS sites(s) monthly availability

Also, the SMT TDSP Committee will review issues concerning the SMT FTPS site(s) identified by the AMWG, and change requests concerning the SMT FTPS sites(s) brought forth by Market participants through the AMWG Change Request process.

**6. SMT Call Center Service Level Objectives, Notifications, and Reporting**

**6.1 Service Scope**

Included in the scope of the SMT Call Center service is customer, ROR, Third Party, and TDSP support for SMT issue resolution and assistance.

This service includes support via phone for consumers, RORs, Third Parties, and TDSPs, and an email help desk ticket submission process for RORs, Third Parties, and TDSPs.

**6.2 Service Level Objectives**

SMT is designed to be a 24x7 application and service, subject to scheduled maintenance windows.

SMT Call Center availability is targeted to be 100% (24x 7).

SMT Call Center availability will be measured as a percentage of minutes that the service is available compared to the total number of minutes in a given period of time.

**6.3 Market Outage Notification**

SMT Call Center outages greater than 15 minutes in length will be reported to the market as follows:

* [Market Notices](http://www.ercot.com/mktrules/guides/commercialops/current) will be sent to the RMS Listserv and the AMWG Listserv and will follow the notice formatting guidelines as outlined in the COPS Communication Market Guide posted on the ERCOT website.

**6.4 Reporting**

The SMT TDSP Committee will review both monthly and annual SMT Call Center reporting statistics as appropriate.

The SMT TDSP Committee will report to the AMWG on a monthly basis the following information regarding the SMT Call Center as an end-to-end solution including the TDSPs:

1. Number of SMT Call Center tickets by month

2. Number of SMT Call Center tickets by type

3. SMT Call Center monthly availability

Also, the SMT TDSP Committee will review issues concerning the SMT Call Center identified by the AMWG, and change requests concerning the SMT Call Center brought forth by Market participants through the AMWG Change Request process.

**7. SMT HAN Functionality Service Level Objectives**

**7.1 Service Scope**

Included in the scope of the SMT HAN functionality service is the use of the SMT GUI and SMT API to access home area network (HAN) functionality for provisioning, de-provisioning, messaging, and status monitoring of HAN devices.

**7.2 Service Level Objectives**

SMT is designed to be a 24x7 application and service, subject to scheduled maintenance windows.

SMT HAN functionality availability is targeted to be over 99 percent.

SMT HAN functionality availability will be measured as a percentage of minutes that the service is available compared to the total number of minutes in a given period of time, excluding planned maintenance outage time.

**7.3 Market Outage Notification**

The following times are reserved as scheduled maintenance outage windows for the SMT HAN functionality. Notifications for planned maintenance during these times will be sent to the market at least 3 business days prior to the planned outage.

* Maintenance is conducted after hours and on weekends during low usage and the typical maintenance window is Saturday 2 AM until noon

Planned SMT HAN functionality outages greater than 15 minutes in length will be reported to the market as follows:

[Market Notices](http://www.ercot.com/mktrules/guides/commercialops/current) will be sent to the RMS Listserv and the AMWG Listserv and will follow the notice formatting guidelines as outlined in the COPS Communication Market Guide posted on the ERCOT website.

**7.4 Reporting**

The SMT TDSP Committee will review both monthly and annual SMT HAN functionality reporting statistics as appropriate.

The SMT TDSP Committee will report to the AMWG on a monthly basis the following information regarding SMT HAN functionality as an end-to-end solution including the TDSPs:

1. Number of HAN devices provisioned by status type
2. Number of HAN devices provisioned by TDSP territory
3. SMT HAN functionality monthly availability

Also, the SMT TDSP Committee will review issues concerning the SMT HAN functionality identified by the AMWG, and change requests concerning the SMT HAN functionality brought forth by Market participants through the AMWG Change Request process.

**8.0 Unplanned Outage Market Notifications**

Unplanned outages or business process failures of SMT core services will be noticed to the market as follows:t

* Market Notices will be sent to the RMS Listserv and the AMWG listserv and any other distribution lists as appropriate, and will follow the notice formatting guidelines outlined in the COPS Communication Market Guide posted on the ERCOT website.

**9. Browser Compatibility**

SMT cores services will be maintained to support most commonly-used web browsers.

**10. Annual SMT Core Services SLO Review Process**

The SMT core services availability targets defined in this document will be reviewed at least annually by the AMWG.

Version control in the form of document version numbering will be maintained in this document.