



MSP & MDMA Services



Part of your MDMA Dream Team

COUNT ON US WHEN MANAGING YOUR METER DATA REQUIREMENTS

To keep your billing, settlement and energy procurement systems running smoothly, you need accurate, timely meter data. Choose the company with experience, highly qualified personnel and guaranteed security to be part of your data management team.

Meter Services Peterborough Inc. (MSPi) offers top quality service at a surprisingly affordable price.

You'll get:

- Accurate, timely and professional service.
- Improved operational efficiency.
- Improved customer service.
- Enhanced reliability and security of your data.
- FTP and internet access to reports and data files.

Benefits include:

- Customer billing is accurate and timely.
- Settlements are accurate and completed on time.
- Data can be used for forecasting and analysis. Share the data and reports with other departments and personnel.
- Offer your customers value-added services.
- Free up badly needed resources.
- Verify billings online.

MDS Web, an add-on service available exclusively to our MDMA services clients, allows you to view and download your data online using a web browser. You can re-sell this unbranded product to your retail customers allowing you to offer a broader service to them.

MDMA SERVICES

- Manage the collection and storage of data from your remote interval or smart meters using industry-standard software.
- Validate, Edit and Estimate (VEE) your meter data, as required, according to strict IESO parameters for the wholesale market as well as industry-standard retail VEE rules.
- Prepare and send formatted files and reports to your billing/CIS departments as well as your settlement services bureau.
- Work with your staff to resolve metering and meter data issues through our anomalous status reporting.
- Secure and store your data off-site so it's safe and always available should you need it.
- Manage your meters, including programming, synchronizing time and administrating passwords and device access.

FILE TRANSFERS

VEE'd interval data is prepared for our clients every business day. Typically we place data files on our FTP server on the next business day or two days after the trade date. This allows approximately 24 hours to address any anomalous condition that may require an edit or estimation. Data files and reports can be loaded onto the FTP server as soon as they pass VEE. Exporting files directly from MV-90, we can prepare custom files for use in billing/CIS/settlement systems as well as data presentation and analysis tools.

ACCESS TO DATA

You have two ways to access your data. You may choose to supply us with IP addresses that will be allowed access to the server. These static IP addresses can be used for scripting and automatic downloading of information. Alternatively, you may choose to use a web browser to download the VEE'd data via FTP. This method allows for access from anywhere but requires manual downloading of files and reports.

File access is always protected by a unique client login and password.

INTEGRITY AND SECURITY OF YOUR DATA

The metering and data management team is located in separate secure facilities with its own totally independent network, server and work-stations dedicated to remote data acquisition. The server itself is a fully redundant Raid 5 configuration with a hot-swappable drive array. All systems are on a generator and/or have UPS power back-up. They are expertly maintained on a 24-hour basis. All data and applications are backed up nightly and stored off-site. Our disaster recovery plan ensures that systems, data and functionality can always be restored in less than 48 hours.



STANDARDS

MSPi uses MV-90, a worldwide standard, for remote data acquisition from both wholesale and retail meters. Utilizing MV-COMM and a communication array we can interrogate more than 10,000 devices in an eight-hour period.

CUSTOMER SERVICE, 24-7

Key personnel are always available, ready to be of service. Our emergency call centre provides service around the clock, seven days a week.

COMPETITIVE PRICING

MSPi offers the most comprehensive and competitive pricing in the industry. We provide services for smaller firms, to companies with large remote networks – and anything in between – to anywhere in North America.

Our excellent customer service and our track record for delivering all our work on time and on budget have made word-of-mouth our most effective marketing tool. Our qualified staff members are committed to delivering extraordinary customer service.

METER DATA SERVICES WEB INTERFACE (MDS WEB)

Web-based reports, for you and your end-use customers

Available exclusively to clients of our MDMA services, you can choose to subscribe to MDS Web as well. Using this amazing tool, data can be viewed and downloaded using a standard web browser. This service can even be re-sold to your end-use customers, enhancing your product offering and offsetting costs. Our MDS Web package can be customized for your needs, giving you the ability to adapt your reports according to your organization's changing needs.



Reports include:

- Graphical and tabular presentation of meter data in 5-minute, 15-minute, 60-minute or 24-hour intervals over any date range;
- The calculation of peak values and intervals for on-peak and off-peak times based on any of six different demand calculation methods;
- An electricity-cost report based on hourly spot prices and consumption;
- Bill calculations for independent reconciliation of charges; and
- User-configurable rate plans for comparative analysis of billing options. You can also create your own billing rate templates using any number of bill calculations for verification purposes. Create one template to calculate an LDC bill; create yet another to do some 'what-if' scenarios.

METER SERVICES PETERBOROUGH

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