

MMP – Meter Trouble Report Contact –About the Role

A Metered Market Participant (MMP) is responsible for their meter installations which provide metering data to the IESO. An MMP – Meter Trouble Report Contact will receive email notifications when Meter Trouble Reports are issued for their organization. Only an MMP - Meter Trouble Report Contact can access Meter Trouble Reports (MTRs) through Online IESO. If there is no MMP – Meter Trouble Report Contact for an organization, email notifications for Meter Trouble Reports will be sent to the Applicant Representative. At least one MMP – Meter Trouble Report Contact is required by each organization with the Metered Market Participant (MMP) business role.

Logging In

- Go to <https://online.ieso.ca>
- Enter your IESO user account name and password (the same used for the IESO Portal).
- Note: If you have not already done so, log in at <https://portal.ieso.ca> to set up your secret questions and answers so that you can reset your password yourself.

The first page you see in Online-IESO is the News page with updates of recent activities in the system.

The Records Page allows you to access all MTRs for your organization.

The reports page allows you to access reports.

Fulfilling The Role

Reviewing your Business Information

- On the Actions page, select “Manage My Information”.

Review the business contact information shown and make any necessary changes. Be sure to keep your telephone number and email up to date.

Receive Email Notifications of MTRs

MMP – Meter Trouble Report Contact Responsibilities:

1. Follow the MTR process by receiving email notifications that a MTR has been issued, closed, or is late
2. Generate reports on MTRs issued for their organization.
3. Add comments to MTRs to share information with the IESO and or MSP which could facilitate the resolution of an MTR such as noting relevant planned work or outage information.

The Meter Trouble Report Contacts will be notified by e-mail when a meter trouble report for one of their meter installations has been issued, closed or is late.

View Meter Trouble Reports

The Meter Trouble Report Contact can view their organization’s MTRs, meter failure details, discussion between their MSP and the IESO and the final resolution of the MTR.

- To View MTRs, navigate to the Records page, select Meter Trouble Reports, and scroll or search for the MTR.
- You can also view MTRs in XML format through report.ieso.ca.

Generate Reports

Meter Trouble Report Contacts can generate their own

historical/current reports on MTRs issued for their Meter Installations and filter by installation, date, type (Communication, validation, EITRP and Outage) and status (open, resolved, closed). MTR Overview Reports can also be exported to excel for further sorting, embellishment, printing, or emailing.

- To generate a report, navigate to the Reports page and select the report type.

Add Comments

Meter Trouble Report Contacts can add a comment to an open MTR through Related Actions if they have planned work/outage or schedule information that could be relevant to resolving the meter issue.

The IESO and the associated Meter Service Provider will be notified by email if a Meter Trouble Report Contact adds a comment for their consideration.

- From the Records page, select Meter Trouble Reports, find the relevant MTR and select Related Actions from the options on the left hand side of the screen then select Add Comments.

Printing Meter Trouble Reports

A Meter Trouble Report Contact can print Meter Trouble Reports in Microsoft Word and XML format.

- From the Records page, select Meter Trouble Reports.
- To find the relevant MTR, search by Facility, MTR# or Meter Installation, and click MTR to open.
- Select the Export Meter Trouble Report button on the top right. This will export the MTR in both Word and XML format.

Information about Online IESO is available at the **Online IESO Homepage**

For more information, contact IESO Customer Relations:

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Email: customer.relations@ieso.ca