

**WHOLESALE ELECTRICITY SPOT MARKET  
RULES CHANGE COMMITTEE**

**RESOLUTION No. 2010-04**

**Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0 regarding Metering Service Provider (MSP) Performance Measurement**

**WHEREAS**, the WESM Metering Standards and Procedures Manual (Manual) sets out the metering procedures, flowcharts, policies and standards intended for WESM Participants and Metering Services Providers (MSP) for the operation of the WESM;

**WHEREAS**, there is a need to develop MSP performance measure to ensure conformance with Section 4.3.3 of the WESM Rules which lays down the obligations of the MSP;

**WHEREAS**, on 08 February 2010, the Rules Change Committee (RCC) Metering Subcommittee submitted its proposed amendments to the Manual to the RCC, for consideration and approval;

**WHEREAS**, the proposed new Section 11 of the Manual provides the procedural steps, criteria and standard to measure the overall performance of MSP;

**WHEREAS**, during the 31<sup>st</sup> RCC Meeting on 10 March 2010, the proposed amendments were presented to the RCC, for review and approval;

**WHEREAS**, during the 32<sup>nd</sup> RCC Meeting on 07 April 2010, the RCC approved, in principle, the proposed amendments, subject to minor revisions in the language of the proposed Sections 11.7.2 and 11.7.3;

**WHEREAS**, during the 33<sup>rd</sup> RCC Meeting on 05 May 2010, the RCC agreed to adopt the revised proposed amendments, incorporating the RCC comments/suggestions;

**NOW THEREFORE**, we, the undersigned and in behalf of the sector we represent, hereby resolve as follows:

**RESOLVED**, that the proposed amendments to the WESM Metering Standards and Procedures Manual, as revised by the RCC, (attached as Annex "A") is adopted and approved in full;

**RESOLVED FINALLY**, that the proposed amendments to the WESM Metering Standards and Procedures Manual be endorsed to the PEM Board for approval.

Done this 5<sup>th</sup> day of May 2010, Pasig City.

*ant*

Approved by :  
~~RULES CHANGE COMMITTEE~~

**Epictetus E. Patalinghug**  
Acting Chairperson  
Independent  
University of the Philippines  
(UP)

Members:

**Cherry Aquino-Javier**  
Generation Sector  
AES Philippines  
(AES)

**Ralph T. Crisologo**  
Generation Sector  
SN Aboitiz Power  
(SNAP)

**Liberty Z. Dumlao**  
Generation Sector  
Power Sector Assets and Liabilities Management  
Corporation (PSALM)

**Alfredo L. Licudine, Jr.**  
Generation Sector  
National Power Corporation  
(NAPOCOR)

**Raul Joseph G. Seludo**  
Transmission Sector  
National Grid Corporation of the Philippines  
(NGCP)

**Robinson P. Descanzo**  
Market Operator  
Philippine Electricity Market Corporation  
(PEMC)

**Vicente C. Sioson**  
Distribution Sector (PDU)  
Manila Electric Company  
(MERALCO)

**Augusto D. Sarmiento**  
Distribution Sector (PDU)  
Dagupan Electric Corporation  
(DECORP)

**Jose P. Santos**  
Distribution Sector (EC)  
Ilocos Norte Electric Cooperative  
(INEC)

**Conrado D. Pecjo**  
Supply Sector  
Angeles Power, Inc.

**Gloria P. Gerilla-Teknomo**  
Independent  
CPI-Energy Phils., Inc.

Certified True and Correct:

**Elaine D. Gonzales**  
RCC Secretary  
PEMC

**Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0**  
**Regarding Metering Service Provider (MSP) Performance Measurement**  
**RCC/WESM-10/01**

Title	Section	Original Provision	Proposed Amendment	Rationale
PERFORMANCE MEASUREMENT Metering Service Provider	11	<i>New Section</i>		A new Section in the Metering Manual providing procedural steps, criteria and standard to measure the overall performance of Metering Services Providers (MSP) registered in the WESM.
Introduction	11.1	<i>New Section</i>	The integrity of meter data and timeliness of submission/delivery of meter data to the Philippine Electricity Market Corporation (PEMC) by the Meter Service Provider/s (MSP) are the objectives of the WESM to produce and transmit the settlement ready data to the trading participant/s (TP). Erroneous meter data and/or a delay in submission/delivery of meter data may affect the billing and settlement of WESM generators, customers and other entities.	
Purpose	11.2	<i>New Section</i>	This section provides the Trading Participant/s, Meter Service Provider/s and PEMC steps required for the review, evaluation and measurement of the performance of a Meter Service Provider (MSP). The measurement process monitors the conformance of an MSP to the WESM Rule Section 4.3.3 – MSP Obligation and as discussed in this section.	
Scope	11.3	<i>New Section</i>	This procedure is intended to provide the Trading Participant/s, Meter Service Provider/s and PEMC information and/or steps in rating the performance of the Metering Service Provider/s. The procedural work flows described in this section serve as reference for the trading participant/s, metering service provider/s and PEMC in reflecting the requirement in the WESM Rules. The scope of an MSP Performance Measurement includes the following:	
	11.3.1	<i>New Section</i>	The integrity of meter data provided by the Meter Service Provider/s	

RCC Resolution 2010-04\_ Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0  
regarding Metering Service Provider (MSP) Performance Measurement

Title	Section	Original Provision	Proposed Amendment	Rationale
			to PEMC and the Trading Participant/s.	
	11.3.2	<i>New Section</i>	The daily and monthly meter data delivery by the Meter Service Provider/s in accordance with the WESM Rules.	
	11.3.3	<i>New Section</i>	The timely resolution to the daily and monthly meter trouble report by the Meter Service Provider/s.	
	11.3.4	<i>New Section</i>	The Customer Satisfaction Rating/s.	
Performance Measures	11.4	<i>New Section</i>	The performance of a Metering Services Provider/s shall be rated against the standards set forth in this procedure. The MSP shall abide and comply with the measures as detailed below for successful and efficient operation of the WESM.	
Service Delivery	11.4.1	<i>New Section</i>		
Data Meter Data Delivery	11.4.1.1	<i>New Section</i>	Daily Meter Data Delivery or Meter Retrieval Success is the ratio of number of metering installation successfully communicated to the total number of registered metering installations. Required average daily result shall be greater than or equal to 95% as reported.	
Integrity of Metering Data	11.4.1.2	<i>New Section</i>	Integrity of Metering Data is the valid meter data that passed the validation process as set forth by WESM. This measures the ratio of the number of metering installations for which the data passes the validation process to the total number of metering installation successfully retrieved (communicated). Required average daily result shall be greater than or equal to 95% as reported.	
Timeliness and Percentage Resolution to the Daily Meter Trouble Report	11.4.1.3	<i>New Section</i>	This measure the percentage of the total number of metering installation for which a daily meter trouble reports (MTR) is issued, that has been resolved or corrected in 10 calendar days. Required average daily result shall be greater than or equal to 90% as reported.	
Timeliness and Percentage Resolution to the Monthly Meter	11.4.1.4	<i>New Section</i>	The MTR issued (for each metering installation) based on the submitted monthly compact disc containing all meter data for the billing period shall be resolved and corrected within 2 business days.	

RCC Resolution 2010-04\_ Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0  
regarding Metering Service Provider (MSP) Performance Measurement

Title	Section	Original Provision	Proposed Amendment	Rationale														
Trouble Report			Required result shall be greater than or equal to 90% as reported.															
Timeliness of Monthly Meter Data Delivery	11.4.1.5	<i>New Section</i>	<p>This involves the delivery/review/compilation/part retrieval of meter data for all the metering installations by the meter service provider. The standard shall be rated 100% for the complete delivery of meter data for all metering installations within 3 calendar days after the billing period.</p> <p>Incomplete Metering Data shall be rated based on the ratio of the number of metering points with meter data submitted to total metering installations as registered in the WESM.</p>															
Customer Satisfaction	11.4.2	<i>New Section</i>	<p>Customer Satisfaction is a measurement of the Meter Service Provider corporate image, its responsiveness to emergency situation and on call meeting/s, the safety/behavior of its personnel and its compliance to the requirement of the metering facilities.</p> <p>A Meter Service Provider Customer Satisfaction Rating Sheet shall be issued to measure the service satisfaction provided by a Meter Service Provider as rated by the WESM trading participant/s. Required annual average result shall be greater than or equal to 90%.</p>															
Performance Standards	11.5	<i>New Section</i>	<p>The Performance Standard as set by the WESM is the following:</p> <table border="1"> <thead> <tr> <th>Performance Indicator</th><th>Category</th><th>Performance Measures</th><th>Percent Weight</th><th>Percent Passing</th></tr> </thead> <tbody> <tr> <td rowspan="2">Service Delivery</td><td>Daily Meter Data Delivery</td><td>Number of metering installations successfully retrieved</td><td>25</td><td>95</td></tr> <tr> <td>Integrity of Meter Data</td><td>Meter Data that passed the validation</td><td>25</td><td>95</td></tr> </tbody> </table>	Performance Indicator	Category	Performance Measures	Percent Weight	Percent Passing	Service Delivery	Daily Meter Data Delivery	Number of metering installations successfully retrieved	25	95	Integrity of Meter Data	Meter Data that passed the validation	25	95	
Performance Indicator	Category	Performance Measures	Percent Weight	Percent Passing														
Service Delivery	Daily Meter Data Delivery	Number of metering installations successfully retrieved	25	95														
	Integrity of Meter Data	Meter Data that passed the validation	25	95														

RCC Resolution 2010-04\_ Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0  
regarding Metering Service Provider (MSP) Performance Measurement

Title	Section	Original Provision	Proposed Amendment					Rationale
					processes			
				Timeliness and Percentage Resolution to the Daily Meter Trouble Report	Resolution to the Meter Trouble Report within 10 calendar days	15	90	
				Timeliness and Percentage Resolution to the Monthly Meter Trouble Report	Resolution to the Meter Trouble Report within 2 business days	10	90	
				Timeliness of Monthly Meter Data Delivery	Complete delivery of all meter data within 3 calendar days after the billing period.	15	100	
			Customer Satisfaction	Customer Satisfaction Rating	Meter Service Provider Performance Appraisal by the Trading Participant/s.	10	90	

RCC Resolution 2010-04\_ Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0  
regarding Metering Service Provider (MSP) Performance Measurement

Title	Section	Original Provision	Proposed Amendment	Rationale																																
Overall Passing Percentage	11.6	<i>New Section</i>	<div>The following is the overall passing percentage of a meter service provider rated annually.</div> <table><thead><tr><th></th><th>% Weight</th><th>Passing</th><th>Equivalent %</th></tr></thead><tbody><tr><td>Daily Meter Data Delivery</td><td>25 %</td><td>95 %</td><td>23.75 %</td></tr><tr><td>Integrity of Meter Data</td><td>25 %</td><td>95 %</td><td>23.75 %</td></tr><tr><td>Timely Resolution (Daily MTR)</td><td>15 %</td><td>90 %</td><td>13.5 %</td></tr><tr><td>Timely Resolution (Monthly MTR)</td><td>10 %</td><td>90 %</td><td>9 %</td></tr><tr><td>Timely Delivery Monthly Meter Data</td><td>15 %</td><td>100 %</td><td>15 %</td></tr><tr><td>Customer Satisfaction</td><td>10 %</td><td>90 %</td><td>9 %</td></tr><tr><td colspan="3">Overall Passing</td><td>94 %</td></tr></tbody></table>		% Weight	Passing	Equivalent %	Daily Meter Data Delivery	25 %	95 %	23.75 %	Integrity of Meter Data	25 %	95 %	23.75 %	Timely Resolution (Daily MTR)	15 %	90 %	13.5 %	Timely Resolution (Monthly MTR)	10 %	90 %	9 %	Timely Delivery Monthly Meter Data	15 %	100 %	15 %	Customer Satisfaction	10 %	90 %	9 %	Overall Passing			94 %	
	% Weight	Passing	Equivalent %																																	
Daily Meter Data Delivery	25 %	95 %	23.75 %																																	
Integrity of Meter Data	25 %	95 %	23.75 %																																	
Timely Resolution (Daily MTR)	15 %	90 %	13.5 %																																	
Timely Resolution (Monthly MTR)	10 %	90 %	9 %																																	
Timely Delivery Monthly Meter Data	15 %	100 %	15 %																																	
Customer Satisfaction	10 %	90 %	9 %																																	
Overall Passing			94 %																																	
Performance Rating	11.7	<i>New Section</i>																																		
Monthly Performance Rating	11.7.1	<i>New Section</i>	After every billing period, the Philippine Electricity Market Corporation shall issue or release to the trading participant/s and meter service provider/s the actual generated performance rating of the MSP measured under Section 11.4.1 – Service Delivery. The result of the MSP performance ratings shall be discussed with the MSP by the PEMC if so requested by the concerned MSP and its trading participant/s. The generated performance rating of the MSP shall be published in the website.																																	
Semi-Annual Customer Satisfaction Rating	11.7.2	<i>New Section</i>	Every six (6) months, the PEMC Metering & Settlement Department shall conduct a CSR on the MSP performance through the issuance of the CSR form to all the WESM trading participants to be accomplished and submitted back to PEMC. The CSR forms are to	Section 11.7.2 is inserted upon the recommendation of the RCC to have the Customer Satisfaction Rating																																

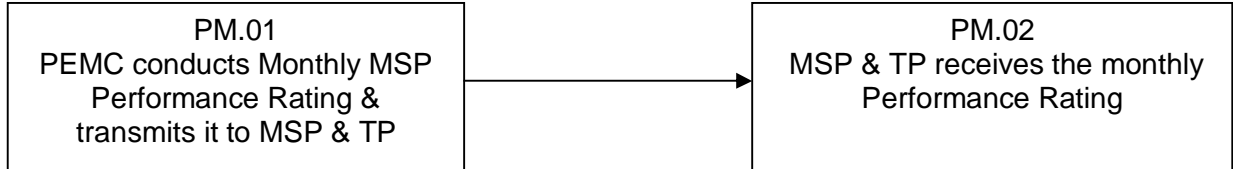
RCC Resolution 2010-04\_ Proposed Changes to the WESM Metering Standards and Procedures Manual, Issue 5.0  
regarding Metering Service Provider (MSP) Performance Measurement

Title	Section	Original Provision	Proposed Amendment	Rationale
			be accomplished every first week of July of the current year and January of the following year. The July rating comprises the MSP performance from January to June of the current year and the January rating correspond to the second half of the previous year (July to December).	conducted semi-annually, so as to synchronize with the conduct of the District Office Survey.
Annual Performance Rating	11.7.3	<i>New Section</i>	<p>The Annual Performance Rating covers the billing periods January to December of each year. It shall consist of:</p> <ol style="list-style-type: none"> <li>1. The annual Performance Measures under Sub- section 11.4.1 – Service Delivery (Average of the 12 months billing).</li> <li>2. The Customer Satisfaction Rating under Sub-sections 11.4.2 and 11.7.2.</li> </ol> <p>The annual MSP Performance Rating shall be submitted by the PEMC Metering &amp; Settlement Department to PEMC Management.</p>	
Workflow for MSP Performance Rating		<i>New</i>	Please see Annex A.1	
Customer Satisfaction Measurement		<i>New</i>	Please see Annex A.2	

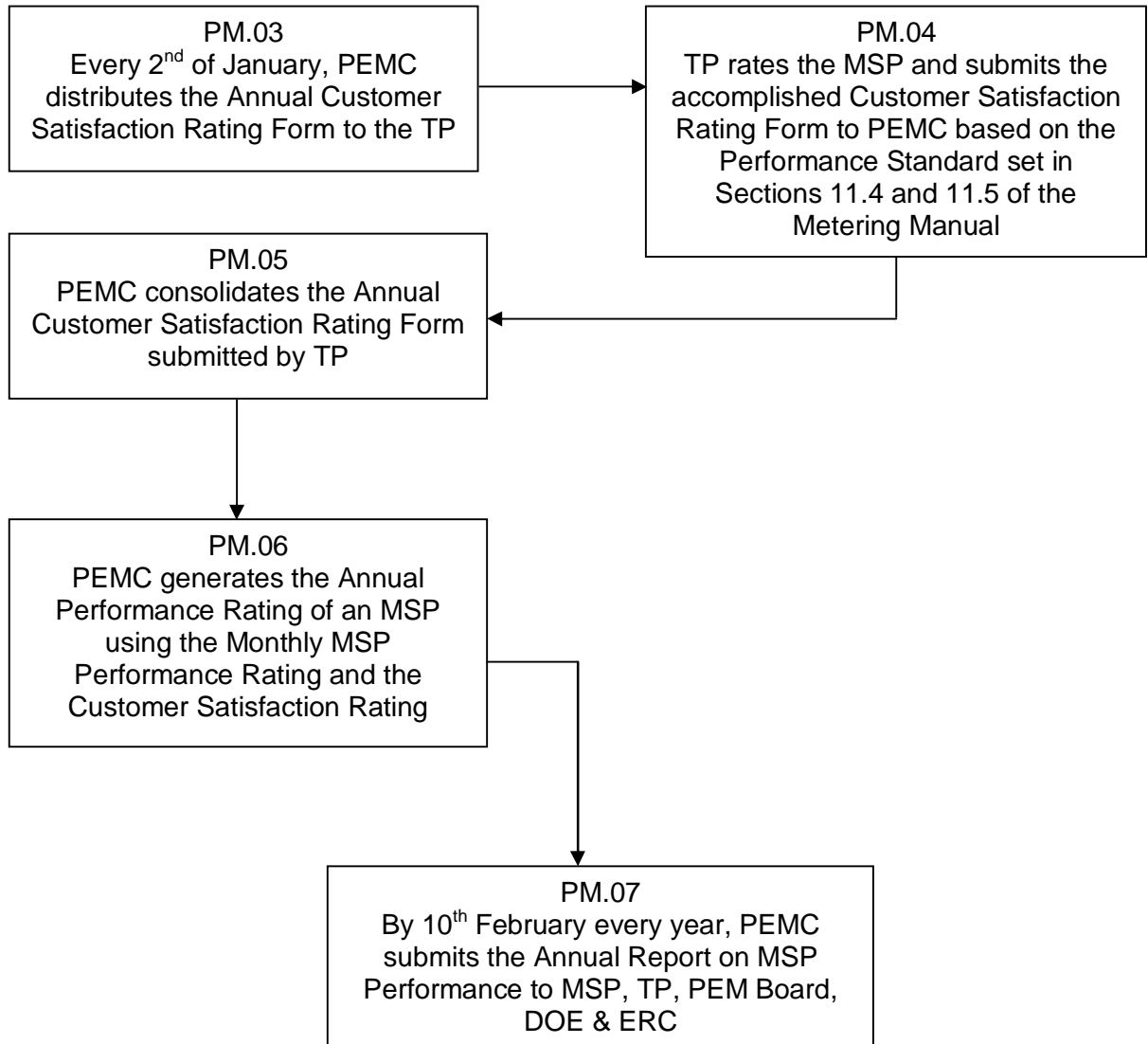
## Work Flow for MSP Performance Rating

MO	TP
----	----

### Monthly



### Annually



**Customer Satisfaction Measurement**

<b>Meter Service Provider Customer Satisfaction Rating Sheet:</b>		<b>*LEVELS OF SATISFACTION</b>			
		Below 90%	Above 90%	Above 95%	Above 99%
<b>A. Corporate Image:</b> Does the MSP's Company/Employee maintain good representation at all times? Wearing ID at all times Tidy and neat appearance/attire of personnel General appearance of service vehicle Upkeep of tools and equipment					
<b>B. Punctuality/Responsiveness:</b> Do they arrive/act on time? Emergency breakdown					
On time during appointment/meeting					
Do they submit report/s on time? Metering Information Registration Form					
Notice of Metering Installation Changes					
Metering Equipment Test/Calibration Report/s					
<b>C. Safety:</b> Do they observe safety at all times? Wearing safety helmet Wearing safety shoes Wearing gloves when needed					
Secure clearance during metering activities					
<b>D. Behavioral/ General Impression</b> Do they conduct themselves in a professional manner? Courteous Accommodating Knowledgeable/Competent					
* MSP Rating in numerical percentage					