



Columbia Power & Water Systems

Job Description

Job Title: Advanced Metering Infrastructure (AMI) Technician

Effective Date:

Department: Billing Services

Reports To: Billing Services Manager

Classification: Non-exempt

Job Purpose: To be responsible for maintaining the daily operation of CPWS' AMI system to ensure billing and interval readings are collected from all electric and water meters.

Duties/Responsibilities:

- Coordinate and maintain the AMI system
- Responsible for the AMI gatekeepers, metering points, and Meter Data Management (MDM) system
- Oversee the gap report for electric and water to monitor the system's performance
- Maintain a goal of greater than (>) 99% reporting on electric, electric demand, and water readings
- Verify electric and water meter readings for accuracy when consumption appears to be high or low
- Verify readings to locate abnormal consumption or stopped meters
- Record and document reasons for fluctuations in consumption
- Assist in disconnection of electric and water services for non-payment of bills and reconnect when appropriate
- Inspect meters and connections for defects, damages, and unauthorized connections
- Evaluate reports in the AMI system to determine malfunctioning meters
- Change out electric meters and assist in the maintenance of the water meter's communication
- Turn service off or on according to service and/or non-pay orders
- Perform routine maintenance of water meter transponders
- Record and track Return Material Authorizations (RMAs) related to the AMI system
- Maintain Customer Information Systems' (CIS) Meter Inventory records for all AMI meters
- Investigate customer complaints and maintain records on customer problems

- Collaborate with the Billing Services department to maintain the integrity of the billing and metering data
- Other duties as assigned

Required Skills/Abilities:

- Acknowledge and adhere to all CPWS policies
- Regular attendance at work
- Perform duties safely without endangering self, others, and the public
- Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
- Ability to write
- Ability to work with the general public
- Ability to use mathematical skills to be able to add, subtract, multiply, and divide all units of measure
- Ability to read and understand instructions and job-related materials
- Possess an understanding of CPWS' AMI system and metering needs
- Ability to analyze and solve problems using facts and personal judgment
- Possess a working knowledge of computer hardware and software, including extensive knowledge of Microsoft Excel
- Ability to work inside and outside and be exposed to noisy places, fumes, chemicals, toxic substances, and machinery
- Ability to be exposed to weather conditions that are cold, hot, rainy, and windy

Physical Requirements:

- Ability to lift 0 - 50 pounds for 1 hour a day
- Ability to lift and/or carry objects weighing 0 - 20 pounds for 8 hours a day
- Ability to walk
- Ability to stand for 6 - 7 hours a day
- Ability to stoop, kneel, and crouch for long periods of time
- Ability to talk, see, hear, reach, handle, and feel
- Ability to get in and out of a vehicle numerous times during the day

Education, Experience, and Qualifications:

- High School Diploma or equivalent required
- Valid State of Tennessee Driver's License required
- Minimum of two years computer experience using Microsoft Office software applications required
- General knowledge of electrical energy distribution and AMI systems required

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.