

REVENUE PROTECTION UTILITY INVESTIGATOR

NATURE OF WORK IN THIS CLASS:

This position is responsible for conducting regulatory compliance inspections and investigating potential unauthorized electrical connections and related customer complaints. The incumbent investigates reports of damage to, theft of utility service, or theft of property owned by the utility. Majority of the work entails the field validations and investigations to independently identify types of theft, tampering, wiring errors, and potential equipment malfunction. Employees in this class perform journey level work.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Investigates reports of damage to, theft of utility service, or theft of property.

Researches location of suspected/reported tamper or theft by utilizing the utility's customer information systems and obtaining historical data on the meter.

Travels to site and remote locations to inspect potential utility service diversions.

Performs journey level work investigating unauthorized electrical connections and meter tampering.

Independently identifies type of theft, tampering, wiring errors, and malfunction equipment and conduct necessary steps to safely secure situation.

Gathers and preserves physical evidence of tampered condition from site, to include taking photographs and conducting interviews.

Disconnects electric service from weather heads, hand holes, meter sockets and gutter boxes to discontinue the flow of electric service to the site.

Coordinates assistance through the utility's Power System Control Center for the operations (or customer services) field crews to isolate or remove service lines to further deter tamper or theft at the site.

Reports and communicates confirmed diversion, theft or property damage to pertinent law enforcement authority.

Provides specifics of findings, corrective action taken and meter/seal information to pertinent utility divisions.

Prepares and compiles investigation field reports for each event (positive or negative findings) for case file formulation and documentation.

Catalogs and maintains custody and integrity of physical evidence gathered from tampered sites.

Collaborates with law enforcement agencies and others outside the organization for the purpose of furnishing or obtaining information concerning the damage or utility theft.

Represent and testify on behalf of the Authority in litigations.

Performs other related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of electrical theory, electronic components, and circuits as they relate to electric meters and related devices and its applications.

Knowledge of the standard principles, methods, practices, techniques, tools and test equipment used in the removal of electrical power services, electrical meters, service drops, and secondary lines.

Knowledge of streets and highways covered by the utility.

Knowledge of basic computer systems, applications, and program guidelines.

Knowledge of departmental/agency program objectives, policies, standards, procedures and activities.

Knowledge of laws and legal procedures applicable to unauthorized meter connection or theft of utilities.

Working knowledge of the Landis+Gyr Command Center, MeterSense MDMS, and other pertinent software to be able to access the applications and interpret recorded events.

Working knowledge of GPA Customer Information Systems, i.e., Customer Care & Billing System (CC&B) and Utiligy.

Ability to identify unauthorized electrical connections or illegal hook-up schemes.

Ability to present detailed investigative reports.

Ability to apply and enforce safe work practices on the job.

Ability to work in varying conditions.

Ability to effectively handle issues and challenging situations.

Ability to maintain records and prepare reports.

Skill in the safe operation of a motor vehicle may be required.

MINIMUM EXPERIENCE AND TRAINING:

- A. Five (5) years of experience in utility meter services, of which three (3) years involved in investigating theft of utility services and/or meter tampering; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid chauffeur's license is required.

Established: December 2016



JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities