

**AMERICAN ELECTRIC POWER COMPANY
NONEXEMPT POSITION DESCRIPTION**

**METER REVENUE OPERATIONS
AEP OHIO**

**METER SPECIALIST
JOB # 68352**

I. POSITION SUMMARY

Under general supervision, perform work pertaining to disconnecting, reconnecting, removing and installing single-phase and three-phase kilowatt-hour and demand meters up to 260 volts; collect delinquent payments; read meters; investigate irregular readings, energy diversion, and inactive usage; contact customers, test, inspect, maintain, service, pack and transport measurement equipment and other equipment as assigned, and perform associated duties.

II. DUTIES AND RESPONSIBILITIES

1. Perform all duties of a Meter Servicer.
2. Disconnect and reconnect electrical service to customer, as directed, by removal or installation of single and three-phase kilowatt-hour meters or combination demand meters not to exceed 260 volts, for service orders, credit action, inactive usage, or as otherwise directed.
3. Remove, install, or change out single and three-phase kilowatt-hour or demand meters when the meter is broken, stopped, or operating improperly. Bypass meters and/or associated equipment, when necessary while performing Customer Service work, to maintain service.
4. Respond to service calls on installations up to 260 volts, single or three-phase, in any territory in which assigned.
5. Instruct customers in locating and replacing blown fuses or other protective devices.
6. Accept payment of delinquent bills as directed, and provide receipt to customer.
7. Compile and maintain records associated with activities (disconnects, attempted disconnects, collection amounts, miles driven); complete reconnect/disconnect authorizations; safeguard working cash fund and receipting equipment.
8. Assist in the investigation of energy diversion. Appear as witness in court hearings as needed.
9. Initiate investigation orders relating to customer service and bill information. Prepare service applications and discontinuance orders in field as necessary.

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10. Perform similar or less skilled work.
11. Report unsafe and abnormal conditions and irregularities.
12. Safely operate all tools, equipment and vehicles, and maintain in a clean and orderly condition.
13. Perform duties in accordance with the Company's safety rules, regulations and practices and report unsafe conditions and practices.
14. Direct the work of employees, as assigned.
15. Assist employees of equal or higher classification.
16. Attend and participate in training as assigned and assist in the training of other employees.
17. Operate radio, provide work to employees in the field, and enter updates to customers' master records.
18. Read billing meters as may be assigned.
19. Perform other duties as assigned.

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III. QUALIFICATIONS

Must have satisfactorily performed the duties of, and have all the qualifications of, Meter Servicer or the equivalent and in addition:

1. Minimum of two years' experience as a Meter Servicer .
2. Must have a good working knowledge of single-phase and polyphase metering and metering practices.
3. Must qualify through demonstration, examination and/or performance appraisal as determined by the Company.
4. A background and/or education in basic elements of electrical circuits is desired.
5. Must be able to understand and follow instructions and learn all rules, procedures and safety practices applicable to the work.
6. Must possess and maintain a valid state driver's license. Must meet all vehicle operation requirements as designated by federal and/or state law.
7. Must possess ability to effectively communicate with employees, customers and the general public in a courteous and appropriate manner and be able to work independently.
8. Must have safe work habits and adhere to all safety rules and practices of the Company.
9. Must be physically capable of performing required duties.
10. Must be able to handle currency, accurately make change, and balance cash receipts.
11. Must be able to treat the Company's and customers' business as confidential.
12. Must meet all requirements for operating communication equipment, including the ability to enter data via a CRT terminal accurately and in a timely manner.

IV. PRINCIPAL LINE OF PROGRESSION

From: Meter Servicer
To: Higher classification, if qualified