

**AMERICAN ELECTRIC POWER
NONEXEMPT POSITION DESCRIPTION**

**METER REVENUE OPERATIONS
AEP OHIO**

**METER SERVICER
JOB # 68359**

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. Replace, remove, install, disconnect, or connect all self-contained, socket base, single-phase, network and polyphase meters in the field, not to exceed 260 volts, for service orders, investigation orders, credit orders and devise test orders or as otherwise directed.
2. Accept payment of delinquent bills as directed, and provide receipt to customer.
3. Compile and maintain records associated with activities (installs, removals, changes, disconnects, attempted disconnects, collection amounts, miles driven); complete reconnect/disconnect authorizations; safeguard working cash fund and receipting equipment.
4. Assist in the investigation of energy diversion. Appear as witness in court hearings as needed.
5. Initiate investigation orders relating to customer service and bill information. Prepare service applications and discontinuance orders in field as necessary.
6. Receive, inspect, test, adjust, clean, repair and program single-phase and polyphase meters in a shop environment.
7. Maintain equipment, tools and work areas in a clean and orderly condition.
8. Receive material from storeroom.
9. Pack, ship or deliver tested material and return material to be tested to the lab.
10. Take inventory of meter stock and resolve discrepancies as assigned.
11. Test load research, time of use, and electric data recorders as required in a shop environment.
12. Test portable instruments.

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13. Use and properly care for shop tools, test equipment, portable measuring instruments, and other equipment used in meter lab work.
14. Safely operate material handling equipment such as forklifts and pallet trucks.
15. Read meters and recorders both in the shop and in the field.
16. Make voltage and load checks on single-phase, poly-phase, and network services at customer premises.
17. Become familiar with and have an appreciation of single-phase fundamentals of electricity.
18. Perform duties in accordance with the company's meter standards, safety rules and operating regulations and practices.
19. Become familiar with the company's meter standards and with the functions of metering equipment where applicable to assigned work.
20. Assist in the training of other employees and perform other duties as assigned.
21. Perform similar or less skilled work.
22. Report irregularities and abnormal conditions.
23. Perform other duties as assigned.

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III QUALIFICATIONS:

1. High school diploma with good performance in math and science courses. Basic understanding of electricity.
2. Be familiar with a computer keyboard, computer terminology, basic electrical concepts, and be able to successfully complete a strength test to properly perform all duties of the present job and all jobs within the family of jobs.
3. Be qualified through demonstration, examination and/or performance appraisal as determined by the company.
4. Must have safe work habits and adhere to all safety rules of the company.
5. Must possess ability to effectively communicate with employees, customers and the general public in a courteous and appropriate manner.
6. Must be able to handle currency, accurately make change, and balance cash receipts.
7. Must be able to treat the Company's and customers' business as confidential.
8. Must possess and maintain a valid state driver's license. Must meet all vehicle operation requirements as designated by federal and/or state law.
9. Must have the ability to work aloft from structures, ladders and aerial devices.

PRINCIPAL LINE OF PROGRESSION

From: Meter Reader

To: Meter Specialist

Prepared: 06/05