



UNION JOB DESCRIPTION

TITLE: Meter Reader

DEFINITION:

Locates, reads and records readings of revenue generating utility meters and meters with interval data recording functionality for residential and commercial customers on assigned route, excluding meters within Substations or meters that are read by the Meter Department for billing data. Checks and reports unsafe or irregular conditions in and about service locations and reports defective meters; notes meters which cannot be read for follow-up; checks for and reports vacant premises and receives and reports customer complaints.

DISTINGUISHING CHARACTERISTICS:

This position is a step progression position. Progression to each pay step is contingent upon meeting time requirements along with meeting and maintaining departmental route reading standards.

BASIC RESPONSIBILITIES:

1. Uses safest and most efficient means, including walking, driving or bike riding, to locate and read residential and commercial meters and other equipment (such as surge protectors, area lights, etc) on an assigned route.
2. Records and enters readings into a hand held electronic reading device or manually, as required. Notes meters that cannot be read, are unsafe, missing, leaking, tampered with or malfunctioning and reports as appropriate.
3. Records and maintains updated route information. Reports information about route changes as appropriate.
4. Completes assigned routes within established timeframes set forth in departmental guidelines.
5. Receives and reports inquiries from customers concerning service related issues to appropriate District staff. Responds to customer inquiries as appropriate and/or provides customer with appropriate PUD contact information as necessary.

OTHER RESPONSIBILITIES:

1. Installs chains and/or changes flat tire as necessary. Contacts appropriate PUD staff for assistance as appropriate.
2. Disconnects self-contained single-phase meters as required.
3. Participates on various District committees and/or projects.
4. Performs other associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Customer communications and relations techniques.
- Basic mathematics.

Ability to:

- Read a map.
- Learn and use the District's grid and other associated systems to locate District equipment.
- Accurately and quickly read and register numbers.

MINIMUM QUALIFICATIONS: (continued)

Ability to: (continued)

- Make simple calculations.
- Physically perform duties of the job (including, but not limited to walking, standing, crawling, bending, twisting or stooping for extended periods of time).
- Work in varying types of weather conditions and on varying types of terrain.
- Lift and move up to 50 pounds.
- Learn and change a flat tire; learn and install chains.
- Learn and follow safety guidelines.
- Complete assigned route within time frames set forth in Departmental guidelines.
- Communicate and deal effectively and courteously with customers and the general public.
- Adjust to varying workload demands.
- Read meters from long distances with the aid of a monocular.
- Work independently.
- Drive a District vehicle.

Education/Experience:

- High school diploma or equivalent.

License or Certification:

- Valid Washington State Driver's License, with good driving record.
- Completion of the District's Basic Electricity course within one (1) year of job start date.
- Obtain CPR First Aid card within one (1) year of job start date.
- Successful completion of the following testing process (Note: the testing process is sequential and applicants/bidders must pass each of the preceding steps to be eligible to move to the next step in the testing process):
 - (a) Pass District Meter Reading cognitive test with a 75% passing score
 - (b) Pass District Driving Test
 - (c) Pass interview process (external applicants only, not required for eligible internal bidders)
 - (d) Pass pre-placement physical exam (to be done after verbal job offer)

WORKING CONDITIONS:

- Work is performed in an outdoor environment in varying and severe weather conditions and on all types of terrain.
- Required to walk, stand, crawl, climb, bend, twist, turn or stoop for extended periods of time.
- Required to drive a District vehicle each day and maybe required to drive for durations lasting up to 2 hours or more.
- Required to get in and out of the vehicle frequently during the day.
- Incumbent risks physical hazard from varying weather conditions, uneven terrain, traffic, encounters with dogs/other animals, insects or with abusive customers.
- Required to work in potentially hazardous environments such as near high voltage equipment, construction areas, or dark basements.
- Must be able to lift and move up to 50 pounds.