



CITY OF REDDING

777 CYPRESS AVENUE, REDDING, CA 96001

P.O. BOX 496071, REDDING, CA 96049-6071

May 15, 2019  
P-100-050-070

Dominic McCurtain, IBEW Representative  
IBEW Local Union 1245  
P.O. Box 2547  
Vacaville, CA 95687

Subject: Side Letter of Agreement between City of Redding and IBEW 1245-Maintenance Employees Regarding the Modification of the Electric Utility Field Services Technician Classification Specification

Dear Dominic:

The purpose of this letter is to codify the modifications made to the classification specification of Electric Utility Field Services Technician with the modifications indicated by underline and strikeout.

If the Union concurs with the forgoing, please so indicate by signing both of the enclosed original side letters, keeping one for your records and returning the other to me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shawn Avery".

Shawn Avery  
Personnel Manager

The Union concurs with the above:

A handwritten signature in blue ink, appearing to read "Dominic McCurtain".

Dominic McCurtain, IBEW Representative

5/15/19

Date

c: City Council  
Barry Tippin, City Manager  
Dan Beans, Director of Electric Utility  
Sheri DeMaagd, Assistant City Manager/Personnel Director





## ELECTRIC UTILITY FIELD SERVICES TECHNICIAN

DEFINITION:

Under general supervision, sets and/or disconnects electric and water service for new customers, customers changing locations within the City, and for non-payment of utility bills. Performs work installing, maintaining, and inspecting equipment related to the City's electrical metering infrastructure.

EXAMPLES OF DUTIES:

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties. Not all duties listed are necessarily performed by each individual in the classification.

1. Connect and disconnect electric and water service; complete inspections to ensure safe efficient operation of metered service.

Measures: All connects and disconnects completed accurately and in accordance with all applicable safety procedures.

2. Perform field disconnections of utility service for delinquent accounts, breach of contract, nonpayment, returned checks, change of occupancy, safety and meter tampering; respond to customer inquiries and complaints concerning utility service policies; perform field investigations of high bill inquiries.

Measures: Uses independent judgement in dealing with customer service issues and problems; demonstrates good written and oral communication skills, and a professional and cooperative manner, consistent with City policies and procedures, when dealing with customers in the field.

3. Install, maintain, and inspect self contained electro-mechanical and solid state electrical metering equipment including RF transmitters, automated metering infrastructure, prepay devices, demand side management controls, and other related equipment.

Measures: All meter installation and ~~repairs~~ inspections performed in a safe, accurate manner. Troubleshooting of equipment completed effectively with thorough documentation of action to facilitate accurate billing.

4. Complete investigations of possible energy diversion and meter tampering; ensure accurate meter operation including proper meter registration.

Measures: Reports of utility theft are mitigated in a safe manner. Occurrences of utility theft are documented in a manner that maximizes the City's ability to recover losses; evidence is

handled following acceptable chain of custody practices.

5. Perform investigations and prepare reports for hazardous wiring and faulty meter installations.

Measures: Hazardous wiring and unsafe conditions are reported to appropriate personnel.

6. Perform other related duties as assigned.

#### QUALIFICATIONS:

##### Knowledge of:

Basic operation of the various utility meters installed within the City's utility service area; methods, techniques, tools, equipment, and materials used in the troubleshooting, ~~minor repair,~~ and installation of utility metering systems; electrical safety practices and procedures including substation entrance procedures, personal protective equipment, and electrical clearances; and basic computer skills.

##### Ability to:

Perform installation and removal of electric meters ~~and related minor repairs;~~ identify and ~~repair~~ minor problems with electric and water meters and associated metering infrastructure; communicate complicated problems/irregularities to appropriate City staff; consistently know and understand operations and observe safety rules; analyze problem situations and/or equipment; work safely around exposed switch gear and metering components; identify and locate metering sites, interpret work orders; remember equipment locations; communicate jobs and tasks to others; maintain accurate, understandable records; prepare routine reports; interact with the public in a tactful, professional manner; and operate a computer or other electronic devices as necessary to perform job duties.

##### Education:

Any combination of training that provides the required knowledge, skills, and abilities is qualifying; typical education would include a high school diploma, or equivalent, and additional trade school training specific to the fundamentals of electricity and functionality of self-contained and transformer rated meters and the safety hazards associated with each meter. Note: Minimum acceptable training would be the completion of 50 hours single and polyphase metering training at an electric utility industry approved training institute.

##### Experience:

Any combination of experience that provides the required knowledge, skills, and abilities is qualifying; typical experience would include five years experience in a field related to meter maintenance and repair. Applicable vocational training may be substituted in-lieu of actual experience.

Special Requirements:

Possession of the appropriate California driver's license, or the ability to acquire one within ten days of appointment.

Physical Requirements:

Walk long distances; sit while driving and preparing reports; bend, squat, kneel, and twist when performing utility meter installation/removal; perform simple and power grasping, pushing, pulling, and fine manipulation; lift or carry weight up to 50 pounds.

REV 11/98

REV 5/11, prior title Customer Service Worker

Rev 5-19

