



Meter Technician

Position Summary

The Meter Technician performs field and shop work related to the installation, removal, testing, troubleshooting, and maintenance of electric meters and associated metering equipment. This position supports accurate billing, safe operations, and reliable electric service by completing meter-related service orders, assisting with meter investigations, and ensuring all work is properly documented in the company's work order system (NISC). The Meter Technician works collaboratively with dispatch, operations, and customer service to resolve meter concerns and support daily utility operations.

Reports To: Meter Supervisor

Duties and Responsibilities

- Install, remove, replace, and inspect electric meters and associated metering equipment in accordance with established procedures.
- Perform meter testing, verification, and troubleshooting to ensure accurate readings and billing integrity.
- Complete meter-related service orders, including but not limited to:
 - meter exchanges
 - disconnects and reconnects
 - meter investigations
 - damaged meter repairs and replacements
 - high/low usage concerns (as assigned)
- Perform service disconnects for non-pay and delinquent accounts in accordance with company policy, safety requirements, and applicable regulations.
- Complete reconnects following payment confirmation or authorization, ensuring proper verification and documentation prior to restoring service.
- Maintain professional communication with customers during delinquent account activity and refer billing or payment inquiries to Customer Service as appropriate.
- Identify, document, and report suspected meter tampering, theft, broken seals, unsafe conditions, and damaged equipment.
- Assist with **Sensus AMI/AMR meter** communication troubleshooting and basic diagnostics, as applicable.
- Accurately document work performed, including meter numbers, readings, materials used, and detailed service notes.
- Utilize NISC to review, update, and close service orders to ensure complete and accurate work history records.



- Coordinate with dispatchers to ensure service orders are created for assigned work and that meter-related tasks are properly routed.
- Communicate effectively with supervisors, field personnel, and customer service regarding job status, findings, and follow-up requirements.
- Maintain assigned tools, equipment, and vehicles in safe, clean, and operational condition.
- Provide courteous and professional customer interaction while performing work on customer property.
- Participate in on-call rotation, outage response, and storm restoration activities as required.

Knowledge, Skills, and Abilities

- Working knowledge of electric meter operations, meter wiring concepts, and electrical safety practices.
- Ability to troubleshoot metering issues and identify abnormal or irregular meter conditions.
- Strong attention to detail with a commitment to accurate documentation and reporting.
- Proficiency using mobile devices/tablets and entering work information into NISC or similar systems.
- Ability to follow established safety rules, PPE requirements, and utility operating procedures.
- Strong communication skills and the ability to work effectively with dispatch and field operations teams.
- Ability to prioritize workload, manage time effectively, and complete assignments efficiently.

Minimum Qualifications

- Valid driver's license with an acceptable driving record.

Physical Requirements

- Ability to lift and carry up to **50 lbs.** and perform physical field work on a daily basis.
- Ability to bend, kneel, climb, and work in confined spaces as required.
- Ability to work safely around energized equipment and in public/customer environments.
- Ability to work outdoors in varying weather conditions and field environments.



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- Requires sitting and driving a vehicle, exiting and entering a vehicle, walking and standing throughout the day

After an offer of employment has been made, a physical examination is required which will include both alcohol and drug testing.