



Journey person Meter Technician

Festival Hydro is a distribution company serving 20,000 customers in seven municipalities in Stratford and surrounding areas. We are a progressive utility looking for an incumbent that supports our ongoing commitment to customer and operational excellence.

To be considered for this role, Journey person Meter Technician qualifications are required. This position reports to the Metering and Stations Manager.

Job Purpose

Design, install and control the electric revenue metering system to comply with Federal Government legislation, and provide accurate and reliable metering of electricity to all Festival Hydro customers.

Responsibilities

- Responsible for the day-to-day functions, including Metering and related activities for installation and administration, maintenance of meter records as per government regulations, and assisting in selection and purchase of new and replacement meters and products to keep abreast of modern metering equipment and techniques.
- Install, maintain, and monitor electrical revenue metering systems.
- Adherence to Federal and Provincial Government regulations controlling metering systems, design, accuracy and designated seal periods of meters.
- Adherence to safe work practice guidelines for metering of low and high voltage installations as mandated by FHI and IHSA.
- Install, upgrade, exchange, maintain and troubleshoot all electric revenue meters.
- Perform work at all customer locations.
- Install and connect complex metering installation for commercial and industrial customers.
- Connect, install and troubleshoot, interval meter data and related communication links.
- Calculate billing and pulse multipliers for complex installations.
- Maintain records for changes and installed meters within current government seal periods. This includes computer records and hard copy records of Measurement Canada certificates and testing results.
- Provide detailed and accurate information to Billing and Information Systems regarding new and changed meter installations to ensure bills are calculated correctly by the billing systems.
- Commission new complex installations to verify billing data and power factor for commercial and industrial customers.
- Connect, interpret, problem solve metering installations using polyphase circuit analyzer, manufacturer metering software applications, and other test equipment.
- Troubleshoot "Smart meters" – this includes problems with meter hardware and software and also the communication between meter and "Head end" systems.
- Review exception reports from the metering reading systems and take appropriate corrective action if needed.
- Responsible for the day-to-day operation of the Metering Department in the absence of the Manager. Includes scheduling of work and making decisions relating to meter installations that bind Festival Hydro to these decisions. Involves appropriate management staff for major decisions required.
- Miscellaneous duties as they arise during the course of the day.
- Independently research new technologies for possible use in Festival Hydro to better serve our customers.
- Must adhere to safe work guidelines as they change related to metering of low and high voltage meters and instrument transformers, on site and in the shop.
- Use of computer software applications for troubleshooting all meters and associated billing.

Festival Hydro INC.

- Discuss metering installation design and requirements with electrical contractors and Engineering Department.
- Interact directly with customers to resolve metering and billing concerns.
- Assist Customer Service Manager with information regarding billing multipliers and power factor conditions of industrial customers.
- Provide information to the Billing Department as to peak demands and kWh consumption of customers.
- Complete service orders for various jobs regarding metering accurately and timely.
- Personal contact with all FHI customers for metering work.
- Other duties as assigned.

Qualifications & Preferred Skills

- Post-secondary education graduate in electrical and/or electronics technology.
- Journeyperson Meter Technician Certificate (3 years) (6000 hours apprenticeship).
- Previous electrical work experience, and knowledge of Federal government electric revenue metering regulations.
- Physically able to remove and install meters, walk across uneven terrain, lift and carry boxes of up to 50 pounds.
- Normal colour vision to identify wiring components.
- Previous experience dealing with the public and/or customer service background.
- Knowledge of Measurement Canada electric revenue metering regulations, IHSA guidelines, the Occupational Health and Safety Act and the Ontario Electrical Safety Code Book is preferred.
- Excellent problem solving, troubleshooting, written and verbal communication skills.
- Excellent computer skills in order to operate various metering software.
- Ability to work independently.
- Demonstrated safety and work attendance record.
- Valid, unrestricted driver's license and clean driving record.
- Current first aid/CPR/AED certification a definite asset

Interested candidates may apply by emailing their resume and cover letter to hr@festivalhydro.com by June 4, 2021. Please reference "Journeyperson Meter Technician" in the subject line.

We thank all applicants for their interest but advise only those selected for an interview will be contacted. Accommodations are available during all aspects of the recruitment process. Applicants contacted for an interview are asked to make their needs known in advance.