

**Attachment J**

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**Applied Metering Technologies, Inc**  
**Training Practices**

**APPLIED METERING TECHNOLOGIES, INC.**

**PERSONNEL QUALIFICATIONS STANDARDS**

*QP - 008*

**1. OBJECTIVES**

1.1. This procedure describes the use of Personnel Qualifications Standards to qualify technicians for their job position.

**2. RESPONSIBILITIES**

2.1. The responsibility of first line supervision and the technical instructor is to ensure technicians are adequately trained in the procedures and safety considerations of the various levels of Meter Technician.

2.2. The technical instructor shall ensure that training material is updated to reflect the most recent procedures on metering practices.

2.3. First line supervision shall ensure that technicians meet the qualifications of the position for accuracy, job knowledge, and safety.

**3. PERSONNEL QUALIFICATIONS STANDARDS**

3.1. A Personnel Qualification Standard Form exists for each of the five levels of technician. (PQS-001 through PQS-005)

3.2. As the technician satisfactorily completes each of the appropriate Training Program Modules, supervision will initial and date the PQS Form indicating the technician is qualified to perform that particular level of work.

3.2.1. Some Training Program Modules will be comprised of a combination of formal classroom instruction, hands on training in the field, or both.

**4. RECORDS**

4.1. First line supervision will accurately record each technicians level of progress and maintain records for auditing purposes.

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# IMSERV NORTH AMERICA

Document Title            **EMPLOYEE ROLES AND EDUCATION REQUIREMENTS  
FOR DATA COLLECTION**

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1.0	2 March 1998	First Issue

IMServ NA LLC 2001.

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**1.1 Roles****1.1.1 MV90 Production Supervisor**

The role requires the supervision of a team of 6 technical staff in the area of MV90 Production. The MV90 production function covers all aspects of data collection from the management of meters and their interface with MV90, to the management of the data required to service data collection.

**Meter Management**

- ★ Management of metering services, including MSPs
- ★ Maintaining Customer, site and meter details
- ★ Commissioning and registration of sites
- ★ Management of standing data
- ★ Meter maintenance
- ★ Remote interrogation
- ★ Site visits
- ★ Fault rectification

**Data Production**

- ★ Scheduling and retrieval of data
- ★ Data validation
- ★ Data estimation
- ★ Fault processing

**1.1.2 STAR Production Supervisor**

This role requires the supervision of a team of three technical specialists in the area of STAR Production. The STAR Production function covers all aspects of data aggregation from the delivery of reports for billing and settlements purposes to the provision of energy management services.

**STAR Production**

- ★ Production reports
- ★ Settlement reports
- ★ Billing reports
- ★ Use of system
- ★ Aggregation profile
- ★ Data Production
- ★ Data reports
- ★ Energy management

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**STAR Delivery**

- ★ Wholesale delivery invoice
- ★ Retail delivery invoice

**1.1.3 Technical Operator – Meter Management**

This role involves the administration of the details required for the management of metering and data collection. The role involves entering new customer and site data, updates and queries. The role will require the development of a thorough working knowledge of MV90 and its interfaces.

Duties include:

- ★ Recording and maintaining Customer and Metering details
- ★ Maintenance of standing data
- ★ Administration of site registrations
- ★ Validation of standing data
- ★ Maintaining backups
- ★ Reporting

**1.1.4 Technical Operator – MV90 Production**

This role involves the administration of the interface between the meters and MV90. The role involves ensuring that data can be collected from meters and that all faults are detected and rectified within the required time frame. A thorough working knowledge of MV90 is essential to this role.

- ★ Remote interrogation of meters
- ★ Fault logging and management
- ★ Arrange site visits for hand held data collection
- ★ Liaison with manual meter readers
- ★ Arrange and monitor schedules for meter maintenance

**Technical Operator – STAR Production**

This role ensures the successful, complete and timely retrieval of data. The role involves the validation of data, including checks against set parameters and the identification, and rectification of errors. The role requires the development of a thorough understanding of MV90 and its interfaces.

**Technical Operator – STAR Delivery**

**Customer Service Operator**

This role provides customers with an interface to IMServ NA. The Customer Services team is the customer's first point of contact with the company. Customer Services staff will be trained to handle the majority and customer queries, and in identifying the appropriate source for a response.

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- ★ Confirm customer orders
- ★ Contract negotiations
- ★ Provide helpdesk function to customers
- ★ Handle enquiries
- ★ Performance monitoring and reporting

## **1.2 Education Requirements Policy**

IMServ NA is a technology based business and as such requires its employees to be highly computer literate. IMServ NA is also a customer-focused business, and so it requires its employees to demonstrate excellent interpersonal skills. Candidates lacking in either of these key attributes will not be considered for a role at IMServ NA.

The education requirements policy sets out the minimum educational requirements, and then describes the job specific requirements for each role within the company.

### **1.2.1 Responsibility**

The responsibility for ensuring that candidates meet minimum requirements lies with all supervisors involved in the recruitment process.

### **1.2.2 General Minimum Educational Requirements**

1. High school graduate or GED equivalent.
2. Competent working with numerical data and constructing simple mathematical formulas such as calculating a percent.
3. Demonstrated ability to learn several computer systems and in particular the Operating environment of Windows NT.
4. Familiarity with Internet and E-mail.
5. Touch Type (20 Words per minute).
6. Demonstrate skill operating a PC-terminal with mouse. At least six months full time experience is required as a minimum, however one year's experience is preferred).
7. Ability to use a database product and demonstrate an understanding of database concepts such as field, record, file, master file records, navigating menus.

### **Role Specific Educational Requirements**

#### **1.2.2.1 Meter Data Management**

- ★ Metering knowledge including knowledge of the different types of meters, registers, pulse multipliers, flags, alarms and engineering units
- ★ Clear understanding of metering site installations
- ★ Ability to co-ordinate tasks and to follow procedures within tight deadlines

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- ★ Excellent organizational skills

1.2.2.2 Data Production

- ★ Excellent computer skills
- ★ Previous experience of MV90 preferred but not required

STAR Production

- ★ Excellent computer skills
- ★ Previous experience of MV90 preferred but not required

STAR Delivery

- ★ Excellent computer skills
- ★ Previous experience of MV90 preferred but not required
- ★ Experience of working with Internet

1.2.2.3 Technical Support Specialists

One of the following certifications is required:

- ★ Microsoft Certified System Engineer (Microsoft CSE)
- ★ Novell Certified Network Engineer (Novell CNE)
- ★ Compaq Accredited Systems Engineer (Compaq ASE) – hardware related

If the candidate has acquired the Microsoft or Novell certification it is also preferred that they have the Compaq hardware certification.

- ★ Oracle, C++, SQL

**1.2.3 Proof of Education**

The manager responsible for recruitment must ensure that evidence of the candidate's education is presented. Such evidence will include High School certificates and references. Managers may also test aspects of the candidate's experience such a numerical ability or PC skills.