

CLASS TITLE:

**ASSOCIATE PUBLIC UTILITIES
ADMINISTRATOR FOR OPERATIONS
AND CONSUMER AFFAIRS**

Class Code: 02591700

Pay Grade: 36A

EO: A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To plan, coordinate and review the work of the professional, technical and clerical staff engaged in the engineering, consumer affairs and regulatory functions within the Division of Public Utilities and Carriers (DPUC); and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative directions of a superior; receives guidance on matters of policy and consults superiors on complex or volatile issues; work is subject to review through conferences and submitted reports for satisfactory performance and adherence to appropriate regulations and procedures.

SUPERVISION EXERCISED: Supervises and reviews engineering, technical and clerical subordinates; establishes work priorities and interprets policy.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be immediately responsible for the engineering function and the consumer protection activities of the DPUC.

To design innovative approaches to problems in utility regulation.

To be responsible for enforcement of laws and order of the Public Utilities Commission pertaining to electricity, gas, water, telephone and other public utilities.

To represent the Administrator at legislative, judicial, and other meetings and conferences.

To organize and plan programs for the administration of new laws relating to public utilities.

To answer inquiries of the public concerning rights and duties under these laws.

To develop and coordinate a community education program intended to further acquaint the general public, including industrial, consumer, and student constituencies, with the purposes, concerns, operations and achievements of the DPUC.

To receive and investigate complaints against public utility companies.

To direct investigations and take necessary action to have violators prosecuted and violations corrected.

To advise utility companies about reports required and to examine these when received.

To review correspondence and arrange for whatever attention or action is required.

To coordinate study committees as assigned by the Administrator.

To coordinate the activities of the division in preparation for rate hearings.

To prepare written reports as required.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the laws, rules and regulations pertaining to the oversight of public utility companies; a thorough knowledge of the principles, practices and techniques required in conducting engineering assessments and reviews of public utility proposals; a thorough knowledge of the principles, practices and techniques required in the operations of a comprehensive consumer affairs program in the field of utilities regulation; the ability to apply relevant principles, practices and techniques; the ability to conduct public hearings on consumer proposals and

complaints, and to act in a quasi-judicial capacity during evidentiary hearings; the ability to act as a liaison between consumer groups and public utilities; the ability to develop written reports and/or decisions based on research, data and testimony; the ability to coordinate the activities of a varied regulatory staff; the ability to review correspondence and prepare appropriate replies; the ability develop and maintain effective working relationships with superiors, subordinates, the public and public utility personnel; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with a degree in civil, mechanical or electrical engineering, or a closely related field; and

Experience: Such as may have been gained through: supervisory experience in the field of public utilities regulation, to include the analysis of the engineering components of public utilities proposals.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: March 28, 1999

Editorial Review: 3/15/03