

TO: Personnel Board

FROM: Emaan Abdel-Halim, Human Resources

DATE: 24 May 2013

SUBJECT: Water Meter Reader;
Water Meter Mechanic 1, 2, 3;
Water Meter Field Leadworker;
Water Meter Mechanic Leadworker

Madison Water Utility has requested a study of the Water Meter Reader (Compensation Group 16, Range 9), the Water Meter Mechanic 1 / 2 / 3 classification series (Compensation Group 16, Range 9 / 11 / 13, respectively), the Water Meter Field Leadworker (Compensation Group 16, Range 13), as well as the Water Meter Mechanic Leadworker (Compensation Group 16, Range 15) which provide installation service and diagnostic meter support to the Customer Service section of the Water Utility. The positions (#1853, #1855, #1868, #1873, #1881, #1890, #1891, #3161) affected by this reclassification request are primarily in position title only. The Utility is also requesting the deletion of the classification of Water Meter Reader as this function will no longer be performed to a degree that a full-time employee is needed. After several discussions with the Customer Service Manager, Robin Piper; General Manager, Tom Heikkinen; and City Water consultant, Tom Nennig; and upon reviewing the duties and responsibilities in the proposed position descriptions; I make the following recommendations:

- The classifications of Water Meter Mechanic 1-3 should be retitled to Field Service Representative 1-3 in the same CG and Ranges.
- The classification of Water Meter Field Leadworker should be deleted and the incumbent be retitled Field Service Representative 3 in the same CG and Range.
- The classification of Water Meter Mechanic Leadworker should be retitled Field Service Leadworker in the same CG and Range.
- The classification of Water Meter Reader should be deleted and the incumbent be retitled Field Service Representative 1 in the same CG and Range.

As part of Project H2O, the implementation of the new Advanced Metering Infrastructure (AMI) system, Madison Water will now obtain automated, remote meter readings to more regularly and accurately monitor residential and commercial water usage, and this will allow for monthly billing. Additionally, residents can also monitor their usage online, and the Utility can identify potential leaks and/or repairs with these new systems. With the implementation of the new AMI system, the need for meter repairs will decrease dramatically since the transition included upgrading all residences with new metering equipment. The new meters have an average lifespan of 20 years and will be replaced at the end of 20 years. Repair work will be performed by the FSRs.

Currently, Water Meter Mechanics spend much of their time in the meter shop repairing meters. However, with the new infrastructure, instead of repairing meters in the meter shop, the incumbents will now be expected to conduct field visits to customer sites in order to

troubleshoot and possibly remove faulty meters and install replacement meters. As a result, the Water Utility is proposing the current Meter Mechanic classification series would more accurately be reflected by a change in title to Field Service Representative (FSR), as it is more indicative of the work these positions will perform to maintain the new AMI meter upgrade to the Water Utility system. I agree that changing the title of the classification series Water Meter Mechanic 1-3 to Field Service Representative 1-3 is appropriate. This proposed transition will not affect the classification's compensation groups or ranges; rather it merely updates position titles to better reflect the duties of these field personnel.

As a result of the AMI infrastructure, the Water Utility will no longer need full time personnel to read meters at customer sites. While people have the option to opt out of the AMI system, the number of these customers would not be enough to justify full time Meter Reader positions. This work will then be absorbed by the FSR 1, and therefore it is appropriate to delete the classification of Water Meter Reader in Compensation Group 16, Range 9; and reclassify the incumbent to a Field Service Representative 1 in the same compensation group and range.

Additionally, the Water Meter Field Leadworker would transition to an FSR 3 with primary responsibility for the most complex commercial meter installations and repairs; while removing the leadwork duties of the position. Given the reduced need for physical meter reading and repair, it is no longer necessary to have two Leadworkers in this section. The Water Utility will retain the higher level Water Meter Mechanic Leadworker (Compensation Group 16, Range 15) to oversee the staffing and work assignments for all the FSRs, and this classification will be renamed Field Services Leadworker.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Proposed Position Title	Current Position Title	Comp Group /Range	2013 Annual Min (Step 1)	2013 Annual Max (Step 5)	2013 Annual Max +12% longevity
FSR 1	Meter Reader & Meter Mechanic 1	16/09	\$41,925	\$46,834	\$52,442
FSR 2	Meter Mechanic 2	16/11	\$44,344	\$49,450	\$55,380
FSR 3	Meter Mechanic 3 & Field Lead Worker	16/13	\$46,834	\$52,192	\$58,448
Field Service Leadworker	Meter Mechanic Lead Worker	16/15	\$49,260	\$55,735	\$62,426

cc: Tom Heikkinen – Water Utility General Manager
 Robin Piper – Customer Service Manager
 Greg Leifer – Employee and Labor Relations Manager
 Jennifer McCulley – AFSCME Local 60 Staff Representative
 Rick Marx – Local 60 Union Steward