



Title: Investigator, Revenue Protection

Location: Kelowna- Benvoulin, BC

Job Summary:

Reporting to the Revenue Protection Manager, this position is responsible to provide leadership in the provision of investigations of suspected FortisBC Inc. (FBC) energy theft.

Key Accountabilities:

Provide leadership in the provision of FBC theft investigations to support the maintenance of company assets and revenue assurance. Utilize designated systems to research customer account history and a variety of reports to identify potential theft sites for further investigation. Ensure compliance with the Personal Information Protection Act and FBC's electric tariff in regards to investigation billing and invoicing of energy theft. Provide support and backfill as required for Investigator, Revenue Protection (Gas). As such, familiarity with Fortis BC's Gas tariff is required.

Communicate with internal departments regarding electric revenue protection investigative efforts including but not limited to, receiving and responding to tips and leads, coordinating efforts for suspension of service for active theft sites, coordinating efforts to "lock-down" accounts identified as active theft/tamper sites, etc. Collaborate with various stakeholders and provide guidance in arranging immediate disconnection of gas service when required as a result of theft investigations.

Travel throughout designated service territory to accompany staff to suspected sites to confirm occurrence of theft and collect evidence as required. In collaboration with others arrange for meter exchanges as required due to tampering or non-registering meters, and coordinate with Measurement Services on forensic investigations of suspect meters as required.

Establish and maintain effective relationships with internal and external stakeholders, customers, and law enforcement agencies. Respond to law enforcement agencies regarding the provision of pertinent information in a timely, confidential manner. Provide oversight to ensure investigative and support technical resources are scheduled, and proper procedures are followed.

Collaborate with other departments to identify possible premises of interest to resolve confirmed incidences of theft and recover costs incurred. Collaborate with various stakeholders in the

sharing of pertinent information including but not limited to regulatory, communications, legal, engineering, operations, and applicable law enforcement agencies.

Provide Revenue Protection training to internal employee and external contractors.

Represent FortisBC Energy Inc. (FEI) and FortisBC Inc (FBC) at legal proceedings regarding incidences of energy theft, and provide testimony as required.

Education and Experience:

- Bachelor's Degree or Technical Diploma in a related field, plus 4-7 years or more experience in the electric industry with related field experience, or an equivalent combination of education, training and experience. Previous Law enforcement experience is a preferred asset. Valid BC Driver's License is required.
- Understanding technical knowledge of gas operations, including principles of gas distribution, measurement, pressure regulation and related work practice and procedures a preferred asset.

Technical Competencies (Role Specific):

- Knowledge of FortisBC's Gas and Electric tariff, and Personal Information Protection Acts
- Knowledge of internal processes (Operations, Billing, Collections, Metering) and an ability to cooperatively engage other departments in revenue protection initiatives
- Understand the AMI or Smart Meter Infrastructure, Work with or use TGI/Awesense, Understand use and deployment of Raptors
- Comprehensive business and technical knowledge of electrical operations, including principles of gas distribution, measurement, pressure regulation and related work practice and procedures
- Demonstrated knowledge of FortisBC work methods, safety applications and procedures
- Demonstrated safe work habits and adherence to safety regulations and practices
- Demonstrated audit, attention to detail, and analytical skills
- Demonstrated ability to exercise judgement, tact and discretion in preparing, disclosing, and handling information of a confidential and/or sensitive nature
- Educate, liaise with, and process Law enforcement requests in regard to electricity and gas diversion investigations
- Demonstrated ability to work independently with minimal supervision and direction
- Demonstrated good judgement in carrying out investigative action and/or suspending service with proper follow-up action including handling emergency incidents related to theft investigations such as suspension of service or unplanned outages and in so doing, cooperate with fire, police and other authorities and other Company groups
- Demonstrated ability to handle difficult customer interactions
- Demonstrated ability to develop and maintain effective working relationships
- Demonstrated ability to communicate effectively both verbally and in writing, with all levels of internal and external contacts in a professional, clear and courteous manner

- Demonstrated ability to organize, prioritize, and complete assignments in a manner that optimizes departmental effectiveness
- Excellent interpersonal and leadership skills
- Strong word processing and computer skills in electric and gas CRM solutions, SAP, GIS, ICWeb, Syclo, CAFÉ and MS Office Suite
- Strong customer focus skills

Leadership Competencies:

- Ability to ***drive for results*** through planning, alignment, execution, and customer experience/responsiveness
- Ability to ***make optimal decisions*** through accountability, judgement, problem solving, prudent risk taking, market/industry awareness, and maintaining customer focus
- Ability to ***drive and implement prudent change*** through continuous improvement, challenge the status quo/innovation, flexibility/adaptability and customer value – innovative customer solutions
- Ability to ***build working relationships*** through respect & integrity, open communication, teamwork, negotiation/influence and customer relationship management
- Ability to ***lead high performance*** through leading by example & initiative, continuous learning & coaching, measuring, rewarding & recognizing, customer service

Additional Information (for Recruiting Purposes Only):

- Nature of work requires frequent travel throughout designated service territory to conduct investigations. Work involves exposure to difficult interactions with customers.

To learn more and to apply online, please visit our website at www.FortisBC.com/careers. Please note that all applications must be received via our website to be considered.