



Republic of the Philippines
National Electrification Administration
Quezon City

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TO : ALL ELECTRIC COOPERATIVES (ECs)
SUBJECT : Meter Readers' Qualification Standards (QS)

The Electric Power Industry Reform Act (EPIRA) of 2001 requires the ECs' workforce to be of optimum competence to enable the ECs to confront the rigidities of surviving in a competitive environment.

Meter Readers Qualification Standard (QS) must therefore answer the requirements of the industry to ensure an effective and efficient delivery of service by the EC to its stakeholders. A strong support team of highly qualified meter readers is necessary to perform an accurate accounting of the actual consumption, to connect with member-consumers, and to serve as a link between the internal and external clients of the ECs.

Minimum QS for meter readers are as follows:


- Must at least be 21 years of age;
- Must at least be 2nd year college or a graduate of any related course;
- Must have at least two (2) years of work related experience;
- Must be willing to undergo required training/s;
- Must have a satisfactory written and oral communication skills;
- Must be physically fit and with a 20/20 vision;
- Must be a team player and be willing to perform multi-tasks;
- Must be able to complete the assigned tasks on time with minimal supervision;
- Must be able to provide fidelity bond as required by the coop; and
- Can drive motor vehicles i.e. motorcycles, cars, etc.

In addition to the basic meter reading skills and requirements, a competent meter reader shall also serve as the EC's:

- a. Ambassador of Goodwill. As such, he must be:
 - Properly groomed and attired;
 - Courteous, friendly and respectful;
 - Patient with queries and comments;
 - Concerned for the welfare of the member-consumers;
 - Able to facilitate action on customer requests;
 - Aware of the customs of the different areas where they serve;
 - Able to deliver quality/efficient service to exceed customers expectations;

- Accurate in transmitting customer concerns to management;
 - Analytical and systematic, especially in addressing difficulties and solving problems.
- b. Information Officer, who is knowledgeable in discussing:
- Electricity rates, and its components;
 - Difference between a NEA registered EC and a CDA registered EC;
 - Penalties of pilferages;
 - Changing of stopped meters;
 - Rules on Disconnection;
 - Basic policies/guidelines affecting member-consumers;
 - Feedbacking: comments from the member-consumers whether negative or positive, and suggestions
- c. Kilowatt Hour (KWH) Meter Overseer, capable of:
- Reading all types of meters with 100% accuracy;
 - Spotting pilferages;
 - Reporting suspected tampered meters;
 - Assisting in the load survey of residences;
 - Monitoring disconnected kwh meters; and
 - Referring stopped meters to the EC calibration section
- d. Line Inspector, with the ability to:
- Report branches touching distribution lines for clearing;
 - Report defective street lights;
 - Receive complaints re low voltage;
 - Observe conditions of line poles;
 - Coordinate with clearing crew;
 - Accept reports from consumers re meter tampering, pilferages, etc.; and
 - Observe/report unsafe service drops.

The success of an electric cooperative operation as a service enterprise depends in substantial degree upon the effectiveness of management, complemented by efficient support personnel, especially since meter readers, linemen, bill collectors are those who are in constant contact with the member-consumers. Hence it is, therefore, essential that competent and dedicated men are entrusted with these responsibilities.


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