

## NORTHERN INDIANA PUBLIC SERVICE COMPANY

Job DescriptionCustomer Transaction Service RepresentativeEntire CompanyA. Duties:

Under general supervision, perform and assist in the coordination of all types of Customer Billing work for NIE (NIPSCO, KOKOMO and NIFL). As directed, the duties of this classification may include specialized training at Company authorized training facilities.

Perform duties such as:

1. Prepare and enter transactions to originate the billing of an account or to make corrections to the account. Resolve customer billing questions and problems.
2. Compute adjustments and transactions as required from the billing exception in-baskets, SAD reports, unbilled meter reports, telephone contact, correspondence, and e-mail. Originate manual orders when necessary to complete customer billing.
3. Compute bills as required for actual usage, estimated usage and unmeasured service.
4. Process and review special billings such as industrial bills, municipal bills, street light orders and dusk to dawn lights; prepare reports as required such as billing history for rate change review, meter constant data and special conditions.
5. Review and process billing exceptions related to products and services such as PPI and Choice. Work with suppliers when necessary.
6. Review and resolve billing exceptions that interface with the Industrial Billing system as needed.
7. Maintain the Company's policies in regards to bankruptcies, write-offs and shut-offs for non payment when resolving billing issues.
8. Maintain and bill special contracts such as guaranteed minimums and complex metering.
9. Receive and process customer's applications for service, inquires, complaints, rates, budget agreements, energy audits, and governmental assistance programs.

10. Establish, process and review extensions of credit agreements with customers; calculate and charge deposits as required.
11. Review and research customer refund checks and excess credit queue; issue required transactions to originate customer refunds when necessary.
12. Contact customers by telephone or originate letters replying to customer's inquiries when necessary to resolve billing issues.
13. Prepare detail for claims and vouchers from governmental agencies; maintain files for accounting and complete monthly reports.
14. Answer customer inquiries regarding appliances and job work items.
15. Originate job orders and adjustments or corrections as necessary.
16. Process and maintain Tax Exemption requests, forms and files.
17. Change meter characteristics and assign unrouted meters when needed in order to complete billing.
18. Complete all related billing work and reports according to prescribed procedures using existing or new systems.
19. Provide support to other departments who inquire about billing issues.
20. Maintain documents and files for Dusk to Dawn contracts, Street Light Adjustments, Life Support, SAD reports, Meter Mix-ups, Unmeasured Usage, Special Meter Test, Zap Check, Degree Days, DB86 Report and any other departmental reports.
21. Operate a call direction telephone system.
22. Assist in handling in-bound customer service calls for the Nipsco Customer Contact Center during "fall light-up" and similar volumetric increases.
23. Perform miscellaneous clerical functions of a Utility Clerk variety such as typing and filing, opening and distributing mail, issuing duplicate bills.
24. Operate general office equipment to copy, scan, e-mail and fax information.
25. Receive and relay messages.
26. Maintain departmental files and records - both electronic and hard copy.

27. Perform duties in accordance with the Company's procedures, practices and safety rules.
28. Suggest and assist in the implementation of process improvement opportunities within the department.
29. Report irregularities and abnormal conditions.
30. Direct the work of one or two employees assigned to assist.
31. Perform similar or less skilled work in this classification or, when the diversity of work load requires, perform similar or less skilled work in equal or lower classifications.

B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. High School education or the equivalent.
2. Shall be qualified in the classification of Customer Service Representative, or a classification that requires that qualification, and not have worked outside of the classification for more than two years.
3. Have the ability to operate a computer, adding machine, calculator and reproduction and facsimile equipment.
4. Have a professional telephone voice and the ability to interact with customers, both internally and externally in a knowledgeable, tactful, and courteous manner.