clerks@guamlegislature.org

From: Committee on Rules 36GL <cor@guamlegislature.org>
Sent: Thursday, July 28, 2022 9:47 AM
To: Clerks; Rennae Meno
Cc: Speaker Therese M. Terlaje
Subject: Messages and Communications for Doc. No. 36GL-22-2326.
Attachments: 36GL-22-2326.pdf

Håfa Adai Clerks,

Please see attached M&C Doc. No. 36GL-22-2326 for processing:

36GL-22-2326	Filing of Creation of Positions.	Guam Power Authority and Guam Waterworks Authority

Si Yu'os Ma'åse',

COMMITTEE ON RULES
Vice Speaker Tina Rose Muña Barnes
36th Guam Legislature
I Mina'trentai Sais Na Liheslaturan Guåhan
163 Chalan Santo Papa Hågatña Guam 96910
Email: cor@guamlegislature.org

"Disclaimer: This message is intended only for the use of the individual or entity to which it is addressed and may contain information which is privileged, confidential, proprietary, or exempt from disclosure under applicable law. If you are not the intended recipient or the individual responsible for delivering the message to the intended recipient, you are strictly prohibited from disclosing, distributing, copying, or in any way using this message. If you have received this communication in error, please notify the sender and immediately delete any copies you may have received. Thank you."

---------- Forwarded message ---------
From: **Speaker Therese M. Terlaje** <speaker@guamlegislature.org>
Date: Wed, Jul 27, 2022 at 4:58 PM
Subject: Messages and Communications for 36GL-22-2326
To: Legislative Secretary Amanda Shelton <officeofsenatorshelton@guamlegislature.org>, Committee on Rules 36GL <cor@guamlegislature.org>

Håfa Adai,

Please see attached M&C Doc. No. 36GL-22-2326.

36GL-22-2326	Filing of Creation of Positions.	Guam Power Authority and Guam Waterworks Authority

Si Yu'os Ma'åse',

Marie Cruz
Community Relations Liaison

Office of Speaker Therese M. Terlaje
Committee on Health, Land, Justice and Culture
I Mina'trentai Sais na Liheslaturan Guåhan
36th Guam Legislature
Guam Congress Building, 163 Chalan Santo Papa, Hagåtña, Guam 96910
T: (671) 472-3586 F: (671) 989-3590 Email: senatorterlajeguam@gmail.com
website: www.senatorterlaje.com

GUAM WATERWORKS AUTHORITY

July 27, 2022

EXE/JPA/2022-087
MEMORANDUM

Doc Type: 36GL-22-2326
OFFICE OF THE SPEAKER
THERESE M. TERLAJE
-07- 27 2022
Time: 2:56 pm
Received:

TO: Honorable Amanda L. Shelton
Legislative Secretary, 36th Guam Legislature

FROM: General Manager, Guam Power Authority
General Manager, Guam Waterworks Authority

SUBJECT: **Filing of Creation of Positions**
RE: Utility Customer Care Representative I;
Utility Customer Care Representative II;
Utility Customer Care Representative III;
Utility Customer Care Supervisor

In accordance with §6303 (d) of Title 4, Guam Code Annotated, transmitted herewith is a copy of GPA Resolution No. FY 2022-024 & GWA Resolution No. 24-FY2022 adopted and approved by the Consolidated Commission on Utilities (CCU) on July 26, 2022, relative to the creation of the **Utility Customer Care Representative I, Utility Customer Care Representative II, Utility Customer Care Representative III and Utility Customer Care Supervisor** in the classified service and as certified, technical and professional positions. These positions play a vital role in transforming GPA and GWA's customer experience from 1980's transaction type to integrating new modern transaction and monitoring tools, and providing education and expertise across GPA and GWA as customers apply new technologies to better manage their power and water consumption. The creation of this series is necessary to effectively identify the enhanced utility-based job specifications and complexity required of GPA and GWA's Customer Service Divisions.

Si Yu'os Ma'ôse.

MIGUEL C. BORDALLO, P.E.

for
JOHN M. BENAVENTE, P.E.

Attachments

COMMITTEE ON RULES
RECEIVED:
July 27, 2022
4:58 P.M.

CONSOLIDATED COMMISSION ON UTILITIES
Guam Power Authority | Guam Waterworks Authority
P.O. Box 2977 Hagatna, Guam 96932 | (671)649-3002 | guamccu.org

GPA RESOLUTION NO. FY2022-24
GWA RESOLUTION NO. 24-FY2022

RELATIVE TO THE CREATION AND APPROVAL OF POSITION CLASSIFICATION SPECIFICATIONS FOR

UTILITY CUSTOMER CARE REPRESENTATIVE I
UTILITY CUSTOMER CARE REPRESENTATIVE II
UTILITY CUSTOMER CARE REPRESENTATIVE III
UTILITY CUSTOMER CARE REPRESENTATIVE SUPERVISOR

WHEREAS, under 12 G.C.A. § 8104, the Consolidated Commission on Utilities ("CCU") has plenary authority over financial, contractual, personnel and policy matters relative to the Guam Power Authority ("GPA"); and

WHEREAS, under 12 G.C.A. § 14105, the Consolidated Commission on Utilities ("CCU") has plenary authority over financial, contractual, personnel and policy matters relative to the Guam Waterworks Authority ("GWA"); and

WHEREAS, GPA and GWA are Public Corporations established and existing under the laws of Guam; and

WHEREAS, The Customer Services Representative (CSR) series was initially created in July 1980, which at the time was under the purview of the Civil Service Commission (CSC) with the intent of the CSR to respond to customer-related inquiries and perform basic administrative and clerical duties.

WHEREAS, GPA and GWA continue to modernize operations by improving and expanding services and implementing new programs and initiatives to provide customers greater access to information and control of their utility usages; and

WHEREAS, Utility Customer Care Representatives play a vital role in transforming GPA and GWA customer experience from 1980's transactions type to integrating new modern transaction and monitoring tools, and providing education and expertise across GPA and GWA as customers apply new technologies to better manage their power and water consumption.; and

WHEREAS, GPA and GWA need for a framework to address, educate, and empower the customer remains a priority. Education and empowerment underscore the significance of the Utility Customer Care Representative positions. These skill sets needed to educate and empower the customer are the foundation for changing the relationship between the utility and the consumer and providing a structured path for Utility Customer Care Representatives to progress into a "One Utility" service model.

WHEREAS, GPA and GWA General Managers request the CCU to approve the creation of the Utility Customer Care Representative series in the classified status (Attachments A-D); and

WHEREAS, GPA and GWA General Managers request the CCU to approve the job specifications standards of the Utility Customer Care Representative I, Utility Customer Care Representative II, Utility Customer Care Representative III, and the Utility Customer Care Representative Supervisor; and

WHEREAS, Public Law 34-131, Section 2, §6303(e) as added and 4 GCA §6303 (d) & (2C) authorizes the creation of positions in Autonomous Agencies and Public Corporations; and

WHEREAS, GWA Personnel Rules and Regulations as amended by Public Law 28-159 Section 3 (C) authorizes the CCU to amend, modify or add a position to the list of certified, technical, and professional positions;

NOW BE IT THEREFORE RESOLVED, the Consolidated Commission on Utilities, as the Governing Body of the Guam Power Authority and the Guam Waterworks Authority, does hereby approve and authorize the following:

1. To approve the creation of the following positions in the classified service and add these positions to the Certified, Technical, and Professional (CTP) list of positions:

   - Utility Customer Care Representative I
   - Utility Customer Care Representative II
   - Utility Customer Care Representative III
   - Utility Customer Care Supervisor

2. To adopt proposed minimum and maximum range of compensation for both the GPA and GWA, in accordance with the Strategic Pay Methodology as follows:

Benchmark Position	Implementation Ranges @ 20th Market Percentile (2017 Market data) - 5 Substep Spread								
	JE Points	Structural Adjustment - MIN				Structural Adjustment - MAX			
		Base Salary	Grade	Step	Sub Step	Base Salary	Grade	Step	Sub Step
Utility Customer Care Representative I	461	35,366	G	5	A	36,802	G	6	A
Utility Customer Care Representative II	496	41,743	H	7	A	43,437	H	8	A
Utility Customer Care Representative III	580	51,132	I	9	B	53,208	I	10	B
Utility Customer Care Supervisor	795	59,686	K	5	C	62,109	K	6	C

3. Upon approval of creation, both GPA and GWA shall conduct timely reclassification audits on current employees. Determination of audit findings shall not adversely affect impact incumbent employee salary.

4. The CCU authorizes the respective General Managers to remove existing Customer Service Series from its CTP list of positions, as necessary.

RESOLVED, that the Chairman certified and the Board Secretary attests to the adoption of this Resolution.

DULY AND REGULARLY ADOPTED, this 26th day of July 2022.

Certified by:

JOSEPH T. DUENAS
Chairperson

Attested by:

MICHAEL T. LIMTIACO
Secretary

//

SECRETARY'S CERTIFICATE

I, **Michael T. Limtiaco**, Board Secretary of the Consolidated Commission on Utilities as evidenced by my signature above do hereby certify as follows:

The foregoing is a full, true and accurate copy of the resolution duly adopted at a regular meeting by the members of the Guam Consolidated Commission on Utilities, duly and legally held at a place properly noticed and advertised at which meeting a quorum was present and the members who were present voted as follows:

AYES: 3

NAYS: 0

ABSENT: 1

ABSTAIN: 0

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UTILITY CUSTOMER CARE REPRESENTATIVE I

NATURE OF WORK IN THIS CLASS:

This is routine utility customer service work.

Under direct supervision, employees in this class perform routine customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for routine customer inquiries, new installations, service terminations, reconnections, account changes, general billing inquiries and disputes, payment plans, and utility infrastructure services.

Reviews applications, determines eligibility and calculates initial deposits required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes.

Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers.

Assist with customer inquiries and complaints; may determine appropriate action within established guidelines.

Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; Assist in compiling data for customer reconciliation reports and special reports.

Generates work orders and service calls for utility related activities for all classes of services.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of modern office practices and procedures.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to learn, interpret and apply utility codes, regulations, policies, and procedures related to utility services.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) One (1) year of customer service experience involving public contact work, administrative and clerical experience and graduation from high school or equivalent; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established: July 2022

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

UTILITY CUSTOMER CARE REPRESENTATIVE II

NATURE OF WORK IN THIS CLASS:

This is moderately complex utility customer service work.

Under general supervision, employees in this class perform a variety of routine and moderately complex utility customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for customer inquiries, new installations, service terminations, reconnections, account changes, billing inquiries and disputes, payment plans, and utility infrastructure services.

Reviews applications, determines eligibility and calculates applicable fees required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes.

Assist to conduct moderately complex research on utility related activities; determines facts and reports findings; may recommend applicable adjustments to customer accounts.

Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers; may recommend waiving fees under appropriate circumstances.

Assist with customer inquiries and complaints; may recommend appropriate action within established guidelines.

Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; compiles data for customer reconciliation reports and special reports.

Generates work orders and service calls for utility related activities for all classes of services.

Prepares customer service correspondence and memoranda.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures.

Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts.

Knowledge of effective customer service and public relations techniques.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) Two (2) years of experience as a Utility Customer Service Representative I and graduation from high school or equivalent; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established: 26 July 2022

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

UTILITY CUSTOMER CARE REPRESENTATIVE III

NATURE OF WORK IN THIS CLASS:

This is complex utility customer service work.

Employees in this class independently perform a variety of complex utility customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for new installations, service terminations, complex billing inquiries and disputes, payment plans, prepaid plans and utility infrastructure services.

Reviews applications, determines eligibility and calculates applicable fees required; Establish and maintain utility accounts in Customer Information System (CIS); Process and update account changes by data entry, to include billing information and service address changes; may recommend applicable adjustments and corrections.

Interprets utility services rules, ordinances, policies and rate schedules to explain service requirements, fees, rates, and procedures to customers; Provides technical assistance to customer service staff for complex related inquiries; Reviews and approves requests to waive fees from junior level Utility Customer Care Representatives

May lead the work of other Utility Customer Care Representatives or customer care programs; may provide instruction and training to junior level staff and review work regarding correctness, accuracy, and adherence to general service level and quality standards.

Conducts complex research on utility related activities; determines facts and reports findings.

May conduct research, assessment and processing of customer claims filed against the Utilities; research fair or depreciated market value for damaged appliance or household goods; provides recommendation to committee for resolution; may serve on various internal committees as a customer care representative.

Research, analyze and resolve disputed billing and collection accounts; prepare statistical data and analysis for management review.

Assist in analyzing and recommending improvements to utility services, records, billing information, metering methods and other related information.

Assist to handle escalated customer service inquires and complaints through direct action within established guidelines.

Prepares and analyze daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; compiles data for customer reconciliation reports and special reports.

Assist the Customer Service Supervisor or Utility Services Administrator with special projects and assignments.

Generates work orders and service calls for service transactions for all classes of utility services.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures.

Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts.

Knowledge of effective customer service and public relations techniques.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to research and analyze information related to fees, billing, and/or collections.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

Ability to lead and train the work of others.

Ability to compose correspondences independently.

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs that assist customers to understand complex billing issues or explain irregularities.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) Four (4) years of experience as a Utility Customer Care Representative, including two (2) years as a Utility Customer Care Representative II and graduation from high school or equivalent; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established: July 2022

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

UTILITY CUSTOMER CARE SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This is supervisory work in customer service and billing activities.

Employees in this class provides first-line supervision to customer service personnel involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Supervises, plans, assigns, review and participates in the processing of utility service applications through various modes of communication, including new installations, service terminations, billing inquiries and disputes, payment plans, prepaid plans and utility infrastructure services.

Receive, review and disseminate work orders, service orders and other applicable documents from other divisions for further processing and completion for utility related activities.

Supervises research on utility related activities; determines facts and resolves inquires and disputes within established guidelines; applies applicable adjustments to customer accounts.

Supervises the research of customer delinquent accounts; schedule non-payment disconnection.

Responsible for the maintenance of residential, commercial and government utility records.

Supervises the daily activities and safety of Utility Customer Care Representatives and/or customer care programs; Provides instruction and training to junior level staff and review work; conducts performance appraisals; provides appropriate corrective actions, as necessary.

Prepare correspondences and technical reports for Utility Services Administrator;

Review meter tampering cases as provided by Internal Auditor's office; bill accounts accordingly; provide findings to Utility Services Administrator for review and approval.

Formulates utility policies and procedures and other appropriate guidelines.

May work with other government agencies for customer related activities.

Performs other duties as assigned.

Performs quality assurance such as reviewing recorded phone calls of Utility Customer Care Representatives assisting customers and providing feedback and coaching if necessary.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures.

Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts.

Knowledge of management and/or modern public administration principles, practices, and techniques;

Knowledge of Customer Information System (CIS) and other computerized programs to complete customer-related tasks.

Knowledge of effective customer service and public relations techniques.

Ability to recommend and implement goals, objectives, policies and procedures for providing customer service functions.

Ability to supervise, plan and schedule work assignments.

Ability to maintain clear, concise, and accurate records and reports; prepare periodic and special reports.

Ability to analyze and resolve complex customer service complaints and issues.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs that assist customers to understand complex billing issues or explain irregularities.

Ability to work effectively with the public and employees.

MINIMUM EXPERIENCE AND TRAINING:

A) Two (2) years as a Utility Customer Care Representative, including one (1) year as a Utility Customer Care Representative III and graduation from a recognized college or university with a Bachelor's degree; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established: July 2022

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

GUAM WATERWORKS AUTHORITY

PETITION

The Guam Waterworks Authority & Guam Power Authority hereby petitions the Consolidated Commission on Utilities (CCU) the following:

CREATION OF POSITIONS: (Classified)
Utility Customer Care Representative I
Utility Customer Care Representative II
Utility Customer Care Representative III
Utility Customer Care Supervisor

This petition is in compliance with 4 GCA. Chapter 6. §6303 (d) (added by Public Law 28-112). The petition is also required by 4 GCA. §6205 and §6303 as public documents for the purposes of 5 GCA. Chapter 10. Art. 1 (Sunshine Law).

For more information. please visit the Guam Power Authority's website at www.guampowerauthority.com/gpa_authority/careers/gpa_petitions.php or Guam Waterworks Authority website at http://www.guamwaterworks.org/careers/petition. You may also contact GPA's and GWA's Human Resources Office at 671-648-3037 or 671-300-6073.

Miguel C. Bordallo, P.E.
General Manager

John M. Benavente, P.E.
General Manager

GUAM WATERWORKS AUTHORITY

STAFF REPORT
CREATION OF POSITIONS
UTILITY CUSTOMER CARE REPRESENTATIVE SERIES

I. REQUEST:

The Guam Waterworks Authority (GWA) and the Guam Power Authority (GPA) petitions the Consolidated Commission on Utilities (CCU) to create the following positions in the classified service pursuant Public Law 28-112:

- Utility Customer Care Representative I
- Utility Customer Care Representative II
- Utility Customer Care Representative III
- Utility Customer Care Supervisor

II. AUTHORITY:

Public Law 28-159 (P.L. 28-159), Section 3(c) Amendment of Certified, Technical and Professional Positions. The following information is provided pursuant to 4 GCA §6303 (d) Creation of Positions in the Autonomous Agencies and Public Corporation:

(1) The petition of an agency, department or public corporation listed in §4105(a) of this Title to create a position shall include:

A. The justification for the new positions;

The Customer Services Division for both Guam Waterworks Authority (GWA) and Guam Power Authority (GPA) has evolved throughout the years increasing the scope of work to not only service all ratepayers but to manage the day-to-day customer care activities and programs. The Customer Services Division is responsible for directly interacting with customers through various communication modes, requiring additional knowledge abilities and skills of the position.

The Customer Services Representative (CSR) series was initially created in July 1980, which at the time was under the purview of the Civil Service Commission (CSC) with the intent of the incumbents to perform customer-related inquiries and basic administrative and clerical duties and responsibilities. Currently GPA and GWA continue to utilize the following customer service positions:

- Customer Service Representative
- Customer Service Supervisor
- Assistant Customer Services Manager
- Customer Services Manager (GWA)
- Utility Services Administrator

Both utilities have modernized its customer records and billing systems and added digital account management platforms for its customers. The above-referenced positions have not been updated to reflect current duties and responsibilities, nor reflect the skill sets and standards for a Utility Customer Service Representative to provide proper service to GPA and GWA customers. Further, the current use of the Customer Service Representative series created in 1980 is no longer viable for GPA and GWA to meet the mandates, quality goals, and objectives. The proposed positions roles in the utility services are more complex than that of a Customer Service Representative job standard being utilized by non-utility agencies or departments.

The role of a Customer Service Representative at GPA and GWA has evolved and requires additional knowledge, skills, and abilities specific to a utility organization. Direct conversations with utility customers have become increasingly complex and take additional time and analysis to research metered consumption, apply applicable utility rules, regulations, statutes and rate changes, and resolve customer issues.

Thus, the creation of Utility Customer Care Series adequately updates the duties and functions for both GPA and GWA Customer Services Divisions. The creation of this series is necessary to effectively identify the enhanced utility-based job specifications and complexity required of the Customer Service Division. Additionally, the creation of this series provides a uniform basis that support's CCU's "One Utility" initiative within the Customer Services Division.

B. *The essential details concerning the creation of the positions;*

See classification review below.

C. *An analysis of the similarities and differences between the positions to be created and positions listed pursuant to 4 GCA §4101.1(d);*

Although the Customer Service Series exist within the Government of Guam, the creation of Utility Customer Care Representative I, Utility Customer Care Representative II, Utility Customer Care Representative III and Utility Customer Care Supervisor is being created specifically for GPA and GWA. These positions are necessary to accomplish the strategic goals for both utilities.

Similarities. The existing Customer Service Representative and Customer Service Supervisor positions and the proposed Utility Customer Care position series share the same core function: responding and resolving customer inquiries and requests.

Differences. The proposed Utility Customer Care position series are distinguished from the existing Customer Service Representative and Customer Service Supervision positions in that the proposed series requires utility-centric knowledge, abilities and skills; ability to analyze and apply complex utility rate

schedules, including billing calculations; and ability to navigate and perform within utility-specific Customer Information System (CIS) programs.

D. *The position descriptions;*

See attached.

E. *The proposed pay ranges and demonstration of compliance with §6301 of this Title:* GPA AND GWA's compensation plan was authorized by P.L. 28-159 and approved by the CCU in October 2007. The proposed compensation is in accordance with the Strategic Pay Plan Methodology.

F. *A fiscal note as that term in described in 2 GCA §9101 et seq.; and any other pertinent information.*

The GPA and GWA are responsible for the funding availability for these positions and is in compliance with all applicable laws, rules and regulations regarding the creation, filling and retention of positions in certified, technical and professional positions. The funding of this position has no financial impact to the Government of Guam General Fund.

(2) The petition shall be posted on the agency, department or public corporation's website for ten (10) days (Saturdays, Sundays and government of Guam holidays excepted). After the posting the head shall forward the petition along with evidence of his compliance with 5 GCA §6303.1(a), to the governing board or commission who, if they approve the same shall approve the petition by resolution and file the petition and resolution for records with the Director of Administration and the Legislative Secretary.

(3) No new position may be filled until after compliance with the provision of this Section and thirty (30) days has elapsed from the date of filing with the Legislative Secretary."

III. METHODOLOGY:

Information was gathered from various public utilities associated with the American Public Power Association (APPA) and American Waterworks Association (AWWA) and other utilities with comparable positions within the United States. The information collected was used to analyze and develop the proposed job standards as they apply to the work performed at GPA and GWA. The staff collaboratively reviewed the duties associated with the proposed creations as indicated in the position descriptions. In evaluating these positions, the Strategic Pay Job Evaluation Methodology was utilized to determine the job evaluation points based on a total of twelve (12) measurement factors: Education, Experience, Complexity, Scope of Work, Problem Solving, Freedom to Act/Supervision Received, Work Environment, Physical Demands, Impact of Discretionary Decisions, Human Relations Skills/Contact, Authority Exercised, and Supervisor/Managerial Responsibility.

IV. RECOMMENDATION:

1. To approve the creation of the following positions in the classified service and add these positions to the Certified, Technical, and Professional (CTP) list of positions:

   - Utility Customer Care Representative I
   - Utility Customer Care Representative II
   - Utility Customer Care Representative III
   - Utility Customer Care Supervisor

2. To adopt proposed minimum and maximum range of compensation, for both the GPA and GWA, in accordance with the Strategic Pay Methodology as follows:

Benchmark Position	Implementation Ranges @ 20th Market Percentile (2017 Market data) - 5 Substep Spread								
	JE Points	Structural Adjustment - MIN				Structural Adjustment - MAX			
		Base Salary	Grade	Step	Sub Step	Base Salary	Grade	Step	Sub Step
Utility Customer Care Representative I	461	35,366	G	5	A	36,802	G	6	A
Utility Customer Care Representative II	496	41,743	H	7	A	43,437	H	8	A
Utility Customer Care Representative III	580	51,132	I	9	B	53,208	I	10	B
Utility Customer Care Supervisor	795	59,686	K	5	C	62,109	K	6	C

3. Upon approval of creation, both GPA and GWA shall conduct timely reclassification audits on current employees. Determination of audit findings shall not adversely affect impact incumbent employee salary.

4. The CCU authorizes the respective General Managers to remove existing Customer Service Series from its CTP list of positions, as necessary.

Zina Pangelinan-Charfauros
GWA Personnel Services Administrator

Jon-Rey P. Aguigui
GPA Personnel Services Administrator

Christopher M. Budasi
GWA Assistant General Manager,
Administration & Support

Beatrice P. Limtiaco
GPA Assistant General Manager,
Administration

Miguel C. Bordallo, P.E.,
GWA General Manager

John M. Benavente, P.E.
GPA General Manager

UTILITY CUSTOMER CARE REPRESENTATIVE I

NATURE OF WORK IN THIS CLASS:

This is routine utility customer service work.

Under direct supervision, employees in this class perform routine customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for routine customer inquiries, new installations, service terminations, reconnections, account changes, general billing inquiries and disputes, payment plans, and utility infrastructure services.

Reviews applications, determines eligibility and calculates initial deposits required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes.

Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers.

Assist with customer inquiries and complaints; may determine appropriate action within established guidelines.

Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; Assist in compiling data for customer reconciliation reports and special reports.

Generates work orders and service calls for utility related activities for all classes of services.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of modern office practices and procedures.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to learn, interpret and apply utility codes, regulations, policies, and procedures related to utility services.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) One (1) year of customer service experience involving public contact work, administrative and clerical experience and graduation from high school or equivalent; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established:

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

PROPOSED

UTILITY CUSTOMER CARE REPRESENTATIVE II

NATURE OF WORK IN THIS CLASS:

This is moderately complex utility customer service work.

Under general supervision, employees in this class perform a variety of routine and moderately complex utility customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for customer inquiries, new installations, service terminations, reconnections, account changes, billing inquiries and disputes, payment plans, and utility infrastructure services.

Reviews applications, determines eligibility and calculates applicable fees required; Establish and maintain customer records in Customer Information System (CIS) and manual file; Process and update account changes by data entry, to include billing information and service address changes.

Assist to conduct moderately complex research on utility related activities; determines facts and reports findings; may recommend applicable adjustments to customer accounts.

Uses utility services rules, ordinances, policies and rate schedules to explain service fees, rates, and procedures to customers; may recommend waiving fees under appropriate circumstances.

Assist with customer inquiries and complaints; may recommend appropriate action within established guidelines.

Prepares daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; compiles data for customer reconciliation reports and special reports.

Generates work orders and service calls for utility related activities for all classes of services.

Prepares customer service correspondence and memoranda.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures.

Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts.

Knowledge of effective customer service and public relations techniques.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) Two (2) years of experience as a Utility Customer Service Representative I and graduation from high school or equivalent; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established:

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

UTILITY CUSTOMER CARE REPRESENTATIVE III

NATURE OF WORK IN THIS CLASS:

This is complex utility customer service work.

Employees in this class independently perform a variety of complex utility customer service duties involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Directly interact with customers through various communication modes to receive, respond and process all classes of electric, water and sewer service applications for new installations, service terminations, complex billing inquiries and disputes, payment plans, prepaid plans and utility infrastructure services.

Reviews applications, determines eligibility and calculates applicable fees required; Establish and maintain utility accounts in Customer Information System (CIS); Process and update account changes by data entry, to include billing information and service address changes; may recommend applicable adjustments and corrections.

Interprets utility services rules, ordinances, policies and rate schedules to explain service requirements, fees, rates, and procedures to customers; Provides technical assistance to customer service staff for complex related inquiries; Reviews and approves requests to waive fees from junior level Utility Customer Care Representatives

May lead the work of other Utility Customer Care Representatives or customer care programs; may provide instruction and training to junior level staff and review work regarding correctness, accuracy, and adherence to general service level and quality standards.

Conducts complex research on utility related activities; determines facts and reports findings.

May conduct research, assessment and processing of customer claims filed against the Utilities; research fair or depreciated market value for damaged appliance or household goods; provides recommendation to committee for resolution; may serve on various internal committees as a customer care representative.

Research, analyze and resolve disputed billing and collection accounts; prepare statistical data and analysis for management review.

Assist in analyzing and recommending improvements to utility services, records, billing information, metering methods and other related information.

Assist to handle escalated customer service inquires and complaints through direct action within established guidelines.

Prepares and analyze daily, weekly, or monthly reports related to utility activities; maintains pertinent logs; compiles data for customer reconciliation reports and special reports.

Assist the Customer Service Supervisor or Utility Services Administrator with special projects and assignments.

Generates work orders and service calls for service transactions for all classes of utility services.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures.

Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts.

Knowledge of effective customer service and public relations techniques.

Knowledge of business data processing principles and the use of basic computer software and hardware.

Ability to navigate Customer Information System (CIS) and computerized programs to complete customer-related tasks.

Ability to research and analyze information related to fees, billing, and/or collections.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information.

Ability to lead and train the work of others.

Ability to compose correspondences independently.

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs that assist customers to understand complex billing issues or explain irregularities.

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

A) Four (4) years of experience as a Utility Customer Care Representative, including two (2) years as a Utility Customer Care Representative II and graduation from high school or equivalent; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established:

JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

PROPOSED

UTILITY CUSTOMER CARE SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This is supervisory work in customer service and billing activities.

Employees in this class provides first-line supervision to customer service personnel involving the processing of utility services and providing billing information for the Guam Power Authority and/or Guam Waterworks Authority.

ILLUSTRATIVE EXAMPLES OF WORK: *(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)*

Supervises, plans, assigns, review and participates in the processing of utility service applications through various modes of communication, including new installations, service terminations, billing inquiries and disputes, payment plans, prepaid plans and utility infrastructure services.

Receive, review and disseminate work orders, service orders and other applicable documents from other divisions for further processing and completion for utility related activities.

Supervises research on utility related activities; determines facts and resolves inquires and disputes within established guidelines; applies applicable adjustments to customer accounts.

Supervises the research of customer delinquent accounts; schedule non-payment disconnection.

Responsible for the maintenance of residential, commercial and government utility records.

Supervises the daily activities and safety of Utility Customer Care Representatives and/or customer care programs; Provides instruction and training to junior level staff and review work; conducts performance appraisals; provides appropriate corrective actions, as necessary.

Prepare correspondences and technical reports for Utility Services Administrator;

Review meter tampering cases as provided by Internal Auditor's office; bill accounts accordingly; provide findings to Utility Services Administrator for review and approval.

Formulates utility policies and procedures and other appropriate guidelines.

May work with other government agencies for customer related activities.

Performs other duties as assigned.

Performs quality assurance such as reviewing recorded phone calls of Utility Customer Care Representatives assisting customers and providing feedback and coaching if necessary.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of utility services rules, codes, regulations, policies and procedures.

Knowledge of basic methods, procedures, practices, and terminology used in billing and collections of customer accounts.

Knowledge of management and/or modern public administration principles, practices, and techniques;

Knowledge of Customer Information System (CIS) and other computerized programs to complete customer-related tasks.

Knowledge of effective customer service and public relations techniques.

Ability to recommend and implement goals, objectives, policies and procedures for providing customer service functions.

Ability to supervise, plan and schedule work assignments.

Ability to maintain clear, concise, and accurate records and reports; prepare periodic and special reports.

Ability to analyze and resolve complex customer service complaints and issues.

Ability to provide courteous and efficient customer service through various modes of communication by answering questions without unnecessary delay and maintain professional demeanor.

Ability to maintain the confidentiality of a wide range of sensitive account and/or customer information

Ability to communicate effectively orally and in writing.

Ability to perform arithmetic computations, statistical techniques and prepare graphs that assist customers to understand complex billing issues or explain irregularities.

Ability to work effectively with the public and employees.

MINIMUM EXPERIENCE AND TRAINING:

A) Two (2) years as a Utility Customer Care Representative, including one (1) year as a Utility Customer Care Representative III and graduation from a recognized college or university with a Bachelor's degree; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

LICENSES, CERTIFICATES, AND SPECIAL REQUIREMENTS:

Possession of a valid drivers' license.

Established:

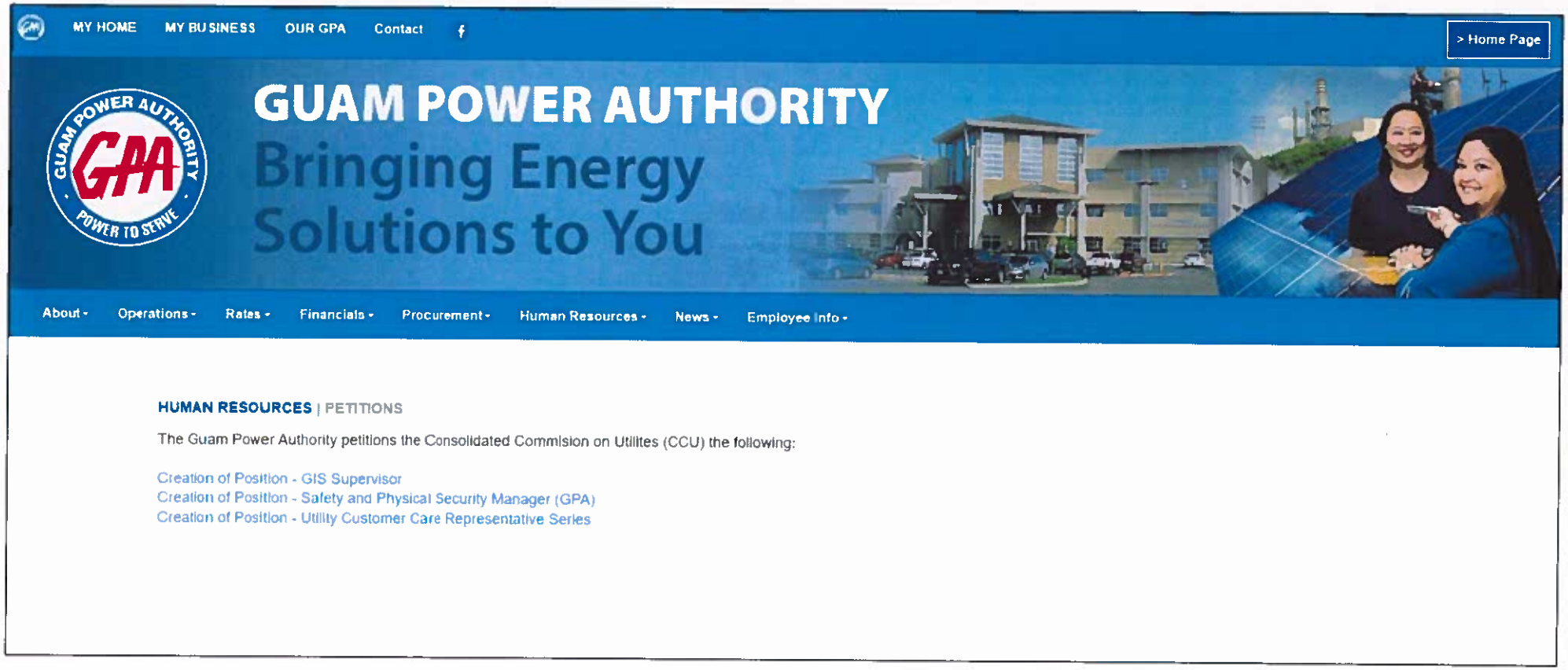
JOSEPH T. DUENAS, Chairman
Consolidated Commission on Utilities

PROPOSED

GPA Website Posting:

Post date: 07/08/2022

Website: https://www.guampowerauthority.com/gpa_authority/careers/gpa_petitions.php



GPA Watts New News & Announcements:

Post date: 07/08/2022

Website: https://go.opengovguam.com/news/gpa

Creation Of Position – Utility Customer Care Representative Series

Date Posted: 07/08/2022 05:30 pm

Category(ies): Media Notice

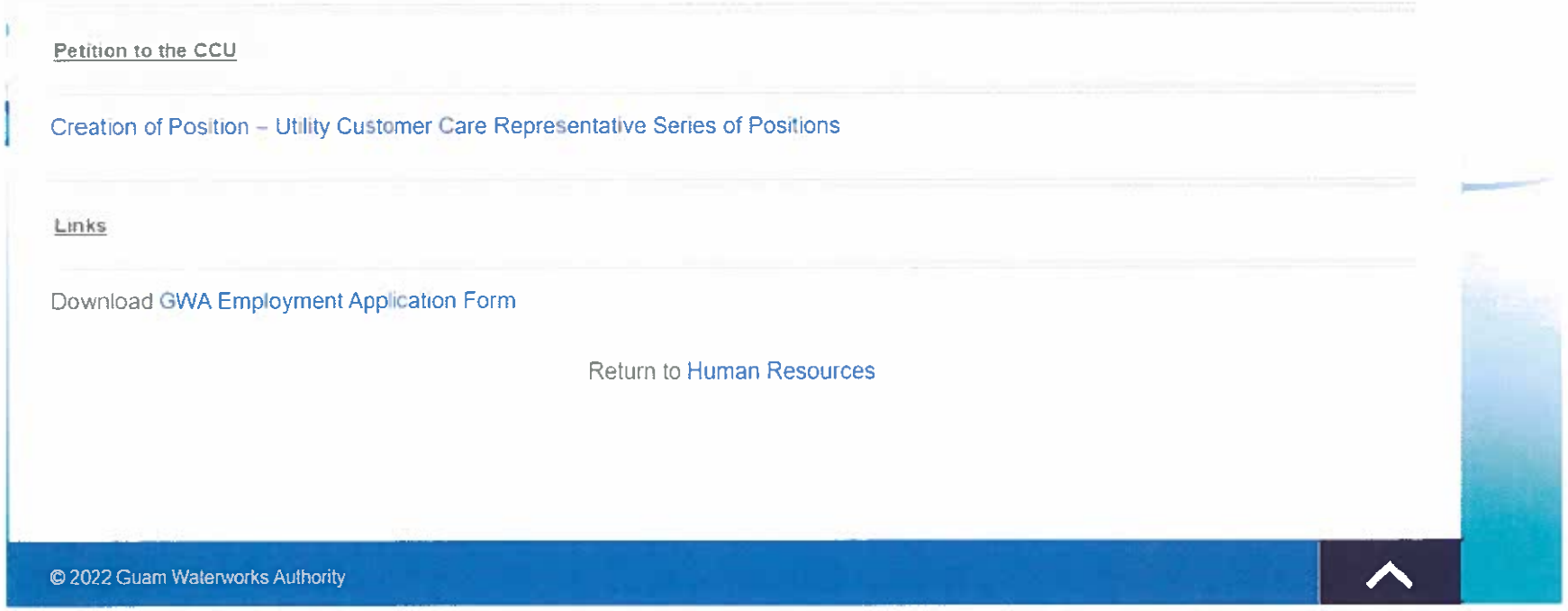
SHARE THIS POST

VIEW DETAILS

GWA Website posting:

Post date: 07/08/2022

Website: http://guamwaterworks.org/careers/



From: Joyce N Sayama
To: news@kanditnews.com; danielle@kanditnews.com; publisher@pacifictimes.com; dir_media@glimpsesofguam.com; dmgeorge@guampdn.com; dmwilliams@guam.gannett.com; dmwilliams@guampdn.com; editor@postguam.com; editorial_coordinator@glimpsesofguam.com; ghodgins@twr.org; glimpses@glimpsesofguam.com; gross@twr.org; guamkoreannews@gmail.com; haidee@postguam.com; joan@kuam.com; joe.cruz@choicebroadcast.net; john@postguam.com; jpsablan@gannett.com; kishfm102.9@gmail.com; KLITZKIE@HOTMAIL.COM; kstofm@gmail.com; kstokish@gmail.com; ldahilig@gmail.com; louella@spbguam.com; mabuhaynews@yahoo.com; managingeditor@glimpsesofguam.com; managingeditor@postguam.com; manasilva626@yahoo.com; matt@joyfmradio.net; mbiguam@glimpsesofguam.com; mindy@postguam.com; msabin@twr.org; nestor@kuam.com; news@guampdn.com; news@k57.com; news@kanditnews.com; news@spbguam.com; nick@postguam.com; pacificislandtimes@gmail.com; parroyo@spbguam.com; phill@postguam.com; reporters@kuam.com; reporters@postguam.com; sabrina@kuam.com; slimtiac@guampdn.com; tlamorena@gmail.com; tony.diaz@archaeana.org; traffic@joyfmradio.net
Cc: Ana N.C. Halvardsson
Subject: MEDIA NOTICE FOR CREATION OF POSITIONS FOR GPA & GWA
Date: Friday, July 8, 2022 5:59:56 PM
Attachments: Media Notice - Proposed Creation of Utility Customer Care Representative....pdf

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Håfa Adai All:

Please note that this media notice is for the creation of positions for both GPA & GWA.

Si Yu'os Ma'åse',

Joyce N. Sayama
Acting Communication Manager/Management Analyst IV
Guam Power Authority|Executive Office/Communications-PIO Office
Aturidåt Ilektresedåt Guåhan
Gloria B. Nelson Public Service Building
688 Route 15
Mangilao, Guam 96913
jsayama@gpagwa.com
671 648-3226 phone|671 648-3166

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GUAM POWER AUTHORITY and GUAM WATERWORKS AUTHORITY

POSTING OF CREATION
OVERALL TIMELINES (10-Day)
Chapter 6, §6303(d), §6303.1, 4GCA
Utility Customer Care Representative Series

Date Posted on GPA Website	**07/08/22**
*Saturdays, Sundays & GovGu holidays excepted	
Media notification by PIO:	**07/08/22**
10-Day Time -	**10**
Final Day for Posting	**07/25/22**
CCU work session	**07/19/22**
CCU meeting for decision:	**07/26/22**
CCU approved:	**07/26/22**

This is to certify that the Human Resources Division has complied with all the posting requirements set forth in §6303 (d) and §6303.1 of Title 4 GCA.