

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2339100**

<b>Utility Consumer Program Specialist 1, Grade 14</b>	<b>2339100</b>
<b>Utility Consumer Program Specialist 2, Grade 18</b>	<b>2339200</b>
<b>Utility Consumer Program Specialist 3, Grade 23</b>	<b>2339300</b>
<b>Utility Consumer Program Specialist 4, Grade 27</b>	<b>2339400</b>
<b>Utility Consumer Program Specialist 5, Grade 31</b>	<b>2339500</b>

Brief Description of Class Series

Utility Consumer Program Specialists perform a variety of activities dealing with implementation of enforcement procedures, certification processes, reporting and analysis; development and implementation of Department policies; facilitation of dispute resolution and economic development initiatives; advocating for and communicating with end users on matters of utility or competitively provided energy, distributed energy resource sellers (DERs), energy brokers and consultants (EB&Cs), telecommunications and water services.

Utility Consumer Program Specialists are classified only in the Department of Public Service.

Distinguishing Characteristics

*Utility Consumer Program Specialist 1:* entry level; performs outreach and education duties, primarily with respect to statewide consumer education programs relative to energy, telecommunications, cable, and water service providers in New York State.

*Utility Consumer Program Specialist 2:* first supervisory level; performs more complex tasks related to implementation of enforcement procedures, certification processes, reporting and analysis, data management; and performs administrative responsibilities related to contractor activities.

*Utility Consumer Program Specialist 3:* second supervisory level; assists with the implementation of enforcement procedures, certification processes, reporting requirements and economic development initiatives; advocates for and communicates with end users and assesses end user awareness and understanding of utility or competitively provided services related to energy, telecommunications or water.

*Utility Consumer Program Specialist 4:* managerial level; leads coordination of enforcement actions with the Office of Investigation and Enforcement, and certification processes; establishes reporting and data management mechanisms; oversees implementation of Department policies; facilitates and adjudicates complex dispute resolution; develops economic initiatives; leads advocacy and communications initiatives; and supervises contracts and programs to increase end user awareness and understanding of utility or competitive energy, telecommunications or water markets.

*Utility Consumer Program Specialist 5:* managerial level; reporting to the a Chief, Deputy Director, or Director-Public Service Programs, takes a lead role in developing, advocating and implementing policies, programs, contracts, economic development activities, and enforcement proceedings which relate to the offering and provision of water, telecommunications and energy services.

### Related Classes

Utility Consumer Assistance Specialists perform a variety of activities dealing with receiving complaints and inquiries about regulated and competitive energy, DERs, EB&Cs, telecommunications, cable television and water service providers; gathering information to answer inquiries; resolving consumer complaints through informal and formal processes; recording, gathering and analyzing complaint and workload information; preparing reports; and monitoring the performance of telecommunications and complaint tracking systems

### Illustrative Duties

#### *Utility Consumer Program Specialist 1*

- Performs tasks related to enforcement procedures and certification processes in accordance with New York State Public Service Law, other State and federal statutes, and Commission orders.
- Performs gas, electric, water and steam meter tests and gas quality tests.
- Collects data and prepares reports related to field findings associated with metering activities, service quality or customer service migration.
- Performs initial fact gathering research and administrative tasks to assist with the negotiation, mediation or arbitration process in Department proceedings and settlements with end users, utilities, energy service providers and other stakeholders.
- Contacts complainants and other affected parties to set up multi-party meetings, site visits, teleconferences and videoconferences.

- Meets with individual end users during test performances to suggest ways to reduce service bills.
- Provides and processes raw data and other direct input for use in the development and implementation of Department policies, programs and projects that benefit end users of utility or competitively provided services.
- Summarizes comments and reports on customer survey results obtained at public roundtables, focus groups, education forums and public statement hearings.
- Tracks bid requirements, notifications of closing dates for requests for proposals, State Administrative Procedures notice requirements, requests and requirements for equipment, site locations and presenters necessary to carry out activities associated with contract vendors.
- Attends and sets up exhibits for fairs, trade shows, events and other public information sessions and responds to end user questions.

#### *Utility Consumer Program Specialist 2*

- Applies working knowledge of 16NYCRR and completes various administrative tasks associated with customer protections.
- Meets with regional and local, private or governmental representatives or entities to suggest mechanisms for coordination of economic development or competitive initiatives.
- Reviews applications for certification from competitive energy service companies, DERs, EB&Cs, to ensure they have been properly completed.
- Assists in developing modifications, deletions and/or additions to agency policies or programs based on field findings.
- Prepares written instructions and/or manuals, as appropriate, on procedures to route and process routine end user written, oral or website-generated complaints and inquiries.
- Meets with or corresponds in writing with complainants and affected parties to ascertain facts, determine circumstances and requested relief and assists with more complex negotiation or mediation processes.
- Supplies information and technical assistance in preparation and development of staff testimony, Commission memoranda and staff reports related to end user communication mechanisms.

Establishes tracking mechanisms for bid requirements, notifications and closing dates for requests for proposals and State Administrative Procedures notice requirements and publishing dates as well as establishing other tracking mechanisms to coordinate contract workflow.

Attends fairs, trade shows, events and other public and private information sessions and acts as on-site supervisor for such events.

Performs the full range of supervisory duties.

### *Utility Consumer Program Specialist 3*

Implements enforcement procedures and oversees compliance with New York State Public Service Law and 16NYCRR rules and regulations regarding metered gas, electric and water utility service, other enforcement programs deemed appropriate by the Commission.

Certifies eligibility of energy service companies to provide competitive energy services in New York State and certifies utility and manufacturer meter test standards.

Coordinates policy discussions for Office of Consumer Services staff on such issues as: aggregation, state and regional development incentives, low-income programs, submetering, uniform competitive energy service practices and electronic data exchange, DERs and EB&Cs, and economic development issues for business.

Assists in the facilitation of initiatives for state and regional economic development activities.

Provides assistance with retraining, managing, maintaining and evaluating outside agency contractors and vendors to ensure that the Commissions goals and Department efforts to increase public awareness and understanding of competitive utility markets are being met.

- Communicates with and provides assistance to residential and business end users, State and local government representatives and other interest groups on all aspects of utility or competitively provided services.
- Interprets monthly service quality utility reports, analyzes and evaluates end user migration from utility to competitive service providers and monitors competitive service provider practices.
- Researches, reviews and analyzes reports, filings, tariffs, transfer or renewal plans and other utility or competitive service provider submissions to ensure that end user impact has been considered and that submissions are consistent with existing policies, regulations and statutes; develops dispute resolution processes.

#### *Utility Consumer Program Specialist 4*

- Supervises performance of tasks related to enforcement procedures and certification processes in accordance with New York State Public Service Law and other federal and State statutes, rules and regulations.
- Supervises the activities that communicate, advocate, inform, assist and consult with residential and business end users, State and local government representatives and other interest groups on aspects of utility competitively provided services.
- Supervises, solicits, and evaluates programs and/or contracts.
- Implements Department policies, programs, studies, pilot projects and special projects that benefit end users of utility or competitively provided services.
- Establishes reporting mechanisms and analyzes reports on utility service quality, competitive provider practices and end user migration to competitive services.
- Establishes mechanisms for assistance and consultation on how to access the competitive energy and telecommunications markets and negotiate conditions of service related to prices and services.
- Establishes communication vehicles and oversees contractor activity aimed at seeking input about utilities or competitive provider issues from end users.
- Creates awareness and understanding of the transitional competitive markets for end users.
- Negotiates, mediates and arbitrates settlement agreements between end users, utilities, third-party stakeholders, and Department staff.

#### *Utility Consumer Program Specialist 5*

- Manages a program area.
- Coordinates, initiates and implements Commission directives, policies, programs, contracts, economic development incentives or enforcement proceedings impacting end user access to or use of regulated or competitively provided services.
- Identifies potential conflicts in policy development, program implementation, contract compliance or service quality and recommends policy or program changes to the Office Director.

- Assigns work projects and deadlines, reviews completed work, evaluates staff performance; assists in the development of Commission policies, programs, studies, pilot projects, economic development incentives, enforcement proceedings or directives regarding regulated or competitively provided energy services.
- Interfaces with State and local government agencies, not-for-profit organizations, industrial, small commercial and residential end users and regulated and competitive service providers on matters of public policy, service reliability and safety.
- Reviews and summarizes existing State and federal energy and water statutes and policy, telecommunications and water statutes and policy where applicable, and policy objectives developed through Commission and Department proposals and comments.

### Minimum Qualifications

#### *Utility Consumer Program Specialist 1*

Open Competitive: Two years of qualifying experience\* and satisfactory completion of a one-year traineeship.

#### *Utility Consumer Program Specialist 2*

Promotion: One year of permanent service as a Utility Consumer Program Specialist 1.

#### *Utility Consumer Program Specialist 3*

Promotion: One year of permanent service as a Utility Consumer Program Specialist 2.

#### *Utility Consumer Program Specialist 4*

Promotion: One year of permanent service as a Utility Consumer Program Specialist 3.

#### *Utility Consumer Program Specialist 5*

Promotion: One year of permanent service as a Utility Consumer Program Specialist 4.

\*Qualifying experience: experience in one or more of the following areas:

- Investigating customer inquiries and complaints as a customer service representative or responding to customer inquiries in a call center environment;

- Developing public awareness or consumer education programs including, but not limited to, presentations to consumers, consumer advocates, government regulators, or industry groups;
- Conducting investigations involving energy, telecommunications, water, cable television service, or other regulated industries;
- Analyzing, organizing, presenting, and/or researching information or data related to energy, telecommunications, water, cable television service, or other regulated industries;
- Designing survey instruments to measure and track customer satisfaction or analyzing and/or preparing reports on results of such surveys;
- Conducting inspections or tests of energy or water meters or telecommunications devices; or
- Analyzing customer education programs and/or customer service performance

Substitutions: 30 semester credit hours of college level study may substitute for one year of experience; 60 semester credit hours of college level study may substitute for two years of experience.

**Note:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the class they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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