

**Rates Manager
(Class Code 5601)**

TASK LIST - 2016

Rates and Data Analysis

1. Gathers and analyzes economic, statistical and reliable data specific to the Department of Water and Power (DWP) rates for electric and water services such as actual and forecasted revenues and compares this data to determine if each customer class is appropriately covering its cost of service and then processes proposed rate requests, recommends changes to the existing rate schedule by providing documentation with support for such changes and its impact on various customer classes or groups of customers within a class, and develops and establishes policies, procedures and practices to revise or substantiate rates and rules and regulations governing these services.
2. Gathers and analyzes economic, statistical and reliable data specific to customer groups, customer load, and cost-of-service in order to determine load patterns to appropriately charge customers and for use in marginal and embedded cost of service studies.
3. Evaluates the results of DWP's rates and revenue production in order to determine sufficiency of revenues collected and functionality of rate design.
4. Analyzes proposed legislation such as Proposition 26 and Proposition 218 in order determine the impact on departmental rates and associated revenues.

Supervision

5. Counsels employees regarding personnel issues such as rule infractions or inappropriate conduct; disciplines employees in accordance with departmental progressive disciplinary procedures; and handles grievances and disputes by gathering necessary information to identify a fair solution based on facts.
6. Motivates employees by providing feedback on employees' contributions and performance through personal contact, recognition, and awards in order to increase morale and encourage employees to perform tasks efficiently and effectively.
7. Trains employees by explaining and demonstrating work procedures in areas such as rates statistical analysis, load forecasting, and system operation and then observing employee performance to ensure they have an understanding of the steps and procedures necessary to complete projects and assignments and to determine additional training needs.

8. Mentors employees by providing expert guidance, technical advice and direction regarding issues such as discipline, policy and procedure interpretation, employee selection, training, and safety in order to promote employee development.
9. Evaluates employee work performance by monitoring job progress on an ongoing basis reviewing various areas such as task performance, communication, unit performance, achievement of goals and objectives, and timeliness in order to provide feedback, identify developmental needs, improve skills to enhance employee success, and ensure timely completion of work that is consistent with standards.
10. Plans work and develops long range and overall plans and proposals for the activities and operations of a major division, unit, and department by anticipating steps, setting goals, consulting with superiors, establishing priorities and work standards and setting time schedules in order to ensure that priority assignments are handled first, that workload is distributed appropriately among staff, and that projects are completed in a timely and fiscally responsible manner.
11. Makes determinations on issues such as budget, fiscal management, personnel staffing, employee relations, training, and legal matters by comparing the advantages and disadvantages of various courses of action (i.e. risks, cost, feasibility, and benefits) in order to make a sound decision and further department objectives.

Written and Oral Communication

12. Writes memos, letters, and narrative reports such as board letters and resolution reports for the Department of Water and Power Board of Commissioners, the Office of the Ratepayer Advocate, the Mayor, City Council, commercial customers, business associations, neighborhood councils, and stakeholder groups containing adequate background and factual information, appropriate findings and recommendations and language which is clear, concise, and grammatical.
13. Makes formal oral presentations to individuals and groups within and outside the organization, including City Council, public and private agencies, environmental organizations, business communities, regulatory agencies, and community organizations, in order to state the department's position, provide requested information, and/or explain policies, procedures, or actions pertaining to proposed rate changes.

14. Communicates information to employees orally and in writing, including information from management such as policy changes or department objectives including, but not limited to, interpretations of City policies such as Equal Employment Opportunity (EEO) or Memorandum of Understanding (MOU), and information about performance standards, project timelines, department goals and objectives, organizational structure, and workplace violence and hazing.

Other Related Duties

15. Attends hearings affecting electric or water rate structures in order to determine the impact on departmental revenues and/or operations and to convey the information back to management.
16. Coordinates with vendors, commercial customers, and other related sections in the Department of Water and Power in order to purchase meters and related equipment required for implementing current and anticipated rate designs billing.
17. Designs, develops and implements computer based applications which uses weather, economic, social, and other data points including customer usage by customer class, or costs in generation, transmission, distribution and customer services in order to forecast revenues, load requirements, sales, and cost of services necessary for setting electric and water rates.