

# METERING AND SETTLEMENT ANALYST

## THE ROLE:

Bryt Energy is looking for an ambitious and proactive Metering and Settlements Analyst, who has experience of new connections, general metering processes, and also Smart metering-related technical and also customer-related installation activities. A strong background in Customer Engagement, Metering operations and a comprehensive understanding of key “end to end” supplier processes are desired.

The individual will become the first point of contact for customers wishing to have a new electricity connection, increase the size of their existing connection, install generation, or move the equipment supplying their property. You will also speak to other customers who have general or smart metering related enquiries.

The role will cover all NHH, HH, AMR and Smart metering related meter types, so a strong working knowledge of all meter types is essential.

## KEY RESPONSIBILITIES:

As Metering and Settlement Analyst, you will be responsible for talking to our customers and guiding them through the process of applying for new electricity connections, increased demand, or moving of existing equipment, along with a variety of other general enquiries. Primarily making sure all the documents needed have been received so that we are able to prepare an accurate quotation. Due to regulation placed on us, it is extremely important that you can produce high quality of work, paying close attention to detail while making sure applications are passed to the quotation stage in a timely manner.

## KEY RESPONSIBILITIES - CONTINUED:

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## THE IDEAL CANDIDATE:

- Practical operational experience of all metering operational processes.
- Comprehensive knowledge of key Supplier end to end processes (CoS, CoT, etc).
- Proven data analysis skills, with an advanced level of Excel skills.
- The candidate should have an awareness of the theft of electricity processes, including TRAS reporting, to be able to proactively identify, manage and report any incidents of theft.
- Will have the ability to work effectively with any Partners, Metering Service Providers or External Agents who the business use to manage the metering related activities to maintain an efficient Settlement rate for both HH & NHH metering.
- A good level of understanding of the various NHH and HH settlement runs, the performance levels required and ways to ensure the desired performance is met.
- Able to work without direct supervision whilst always displaying effective team work behaviours to maintain the positive company culture.
- Ability to identify, develop and implement process improvements.
- Hands on experience of SMETS2 meters and use of adapter software.
- Flexibility to adapt to the priorities of the team.
- Comfortable to liaise with external parties including regulatory bodies.
- Exceptional communication skills are required, and the candidate must truly have a passion for always delivering first class customer service.
- Must be happy to undertake Security Screening to BS7858 level.

**THINK YOU'VE GOT WHAT IT TAKES?**



Contact us at [careers@brytenergy.co.uk](mailto:careers@brytenergy.co.uk)

