

MAY 8, 2026

JOB POSTING REQ # 19347 (REPOST)

REVISION: JOB DESCRIPTION

BILLING ANALYST

DIVISION: BUSINESS SUPPORT**LOCATION: EDMONTON AB****SALARY: \$3,172.51 – \$3,836.11 BI-WEEKLY****JOB CLASS NUMBER: 519320****RELOCATION: NO RELOCATION ASSISTANCE WILL BE PROVIDED FOR THIS POSITION**

POSITION SUMMARY

Reporting to the Supervisor, Billing Operations, the Billing Analyst plays a vital role in delivering accurate, timely, and compliant billing for ATCO Electric customers. This position is integral to the end-to-end meter-to-cash process, ensuring high-quality customer engagement and support, and maintaining accurate customer, account, and site data within the billing system to enable reliable billing outcomes and a positive customer experience. The Billing Analyst reviews, investigates, and resolves complex billing and usage exceptions that prevent accounts from billing as expected. With a strong focus on data integrity, accuracy, and root-cause resolution, the role helps safeguard revenue, ensure regulatory compliance, and reinforce customer trust. Working in close collaboration with Utility Billing Specialists, internal operational teams, and external stakeholders, the Billing Analyst acts as a key connector across the business. Through a customer-first mindset, the Billing Analyst helps ensure both internal and external customers are supported with clear, accurate, and dependable billing information while following all regulatory compliance guidelines.

RESPONSIBILITIES

- Resolve assigned usage and billing exceptions such as meter data collection, usage and billing calculations, tariff billing, and market transactions.
- Update and maintain customer, site, and account information in the billing system with a strong focus on accuracy and completeness.
- Analyze utility consumption data and billing outputs to identify and correct errors, ensuring accurate invoicing and a high standard of data quality.
- Add, validate, and maintain rate schedules for new, upgraded, and complex services.
- Execute Site ID creation for new services and end billing for salvaged sites, including completing manual corrections and issuing field orders where required.
- Perform manual billing for complex rate scenarios, including associated quality assurance activities.
- Investigate billing situations that require analysis of historical consumption outside system retained history, completing manual calculations and billing corrections as needed.
- Resolve mixed meter situations by validating geographic data and completing billing adjustments for impacted accounts.
- Work closely with Retailers and internal teams to resolve billing queries and support improved billing outcomes.
- Identify, investigate, and escalate issues where the billing system or interfaces to other utility systems are not behaving as expected.
- Respond to requests for assistance from internal work groups who require guidance on billing processes from end to end, tariffs or market transactions.

QUALIFICATIONS

- University undergraduate degree or diploma in a related discipline (Business Administration, Information Technology, Computing Science, Accounting).

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- Equivalent combination of post-secondary education and/or years of experience may be considered.

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- Minimum 2 years' related experience, preferably in a utility customer service and billing role. Experience with back-office business processes in a vertically integrated utility is an asset.
- Familiarity with Oracle CRM, Oracle Customer to Meter (C2M) or Oracle Customer Care & Billing (CC&B) is an asset.
- Demonstrated knowledge of Alberta Utilities Commission Rules and Codes governing distribution utilities in Alberta.
- Demonstrated understanding of the electric utility industry and relevant regulatory requirements, including market rules, tariff billing, and Alberta's deregulated energy market.
- Experience working within complex IT environments and Utility IT systems.
- Proven ability to analyze and interpret data.
- Working knowledge of Microsoft Word, Outlook, Excel, PowerPoint, and SharePoint.
- Strong written and verbal communication skills.
- Proven ability to take initiative and work independently.
- Strong commitment to providing excellent customer service

For further information please contact Marcella Flasha, Supervisor, Back Office Billing at 587-280-6495 or by email at Marcella.Flasha@atco.com.

This position is administered under the Canadian Energy Workers Association Collective Agreement, Job Posting provisions. Please apply online with your ATCO Talent Profile through Oracle **ON OR BEFORE MAY 25, 2026**. It is important for applicants to ensure their ATCO Talent Profile or resume details the required qualifications stated above, including any other supporting career information. Late applications will not be considered.

If the Company is unable to fill this vacancy through this internal Job Posting process, it may choose to advertise for external applicants. Bargaining unit members who apply on an advertisement for external applicants will be eligible to compete for the Job on the same basis as any other external candidate; the Job Posting provisions under the Collective Agreement will not apply.

Issued: MAY 8, 2026

Application Deadline: MAY 25, 2026