

New

Ministry

Affordability and Utilities

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Senior Regulatory Analyst

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Affordability, UCA/Regulatory Affairs

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Regulatory Affairs

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Office of the Utilities Consumer Advocate (UCA) represents the interests of residential, farm and small business consumers of electricity and natural gas in Alberta. The UCA works to ensure these consumers have the information, representation and protection they need in Alberta's restructured electricity and natural gas markets. The UCA solicits and analyzes consumer concerns and provides advice and guidance to stakeholders including consumers, government, regulators and utilities.

Reporting to the Manager, Regulatory Operations, the Senior Regulatory Analyst (Sr. Analyst) plays a pivotal role in the UCA's mandate of representing the interests of small utilities consumers. In this role, you will independently review complex regulatory applications before the Alberta Utilities Commission (AUC) to identify material issues relevant to residential, small business and farm consumers; plan and undertake economic and technical research on complex technical issues relevant to AUC regulatory proceedings; and assist in preparation of UCA's policy and technical evidence for utilities applications. The Sr. Analyst extensively coordinates and works with external consultants and legal counsel, and frequently collaborates with other interveners in AUC utilities proceedings.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Key Responsibilities and Deliverables of the Sr. Analyst include the following.

Effectively represent the interests of small energy consumers in AUC and other regulatory proceedings.

- Monitor and review applications of utility companies made to the AUC to determine potential impact on small consumers.
- Make recommendations regarding degree of UCA participation in such proceedings.
- Assist in creating requests for proposal to retain external experts and legal counsel for proceedings.
- Collaborate with expert consultants, legal counsel and other interveners in AUC proceedings to formulate intervenor evidence and argument in these proceedings.
- Lead the UCA in negotiated settlement processes with utility companies to ensure appropriate rates and service levels for consumers.
- Represent the UCA and small consumers in litigated hearings before the AUC to ensure accountability of utilities in their applications and submissions to the AUC.
- Track and report both negotiated settlements and AUC decisions, and the cost savings for consumers resulting from those proceedings.
- Preparing the UCA's written responses to evidence and information requests on utility and other intervenor evidence.

Develop and maintain relationships with internal and external stakeholders.

- Foster and maintain relationships with external expert consultants and legal counsel that assist the UCA in effective representation in proceedings and hearings.
- Collaborate with and represent the UCA before other governmental agencies and ministries, consumer-based organizations, utility customers, and utilities and utility associations.
- Collaborate with and support the educational, mediation and outreach and policy branches of the UCA.
- Initiate and contribute to efforts in the modernization of the Alberta restructured energy markets, recognizing and advancing areas for efficiencies and innovation.
- Identifying data sources and extracting relevant data for meaningful analysis.
- Developing financial models for analyzing utility company performance.

Develop and undertake departmental strategic initiatives.

- Coordinate and facilitate strategic issues management.
- Contribute to departmental business and strategic planning and budgeting.
- Provide input to UCA's participation in cross-ministry, governmental and private sector committees and teams.
- Advance new initiatives and ideas.
- Provide significant input into internal and external policy documents, reports and briefings.

Problem Solving

Typical problems solved:

- Identify and communicate to senior management emerging and sensitive issues and trends and their potential impact for regulatory proceedings and the Alberta regulated utilities markets.
- Anticipate potential problems and concerns and formulate solutions and recommendations, particularly for those arising in regulatory proceedings.
- Identify and analyze advancements and innovations in other jurisdictions and their relevancy for Alberta utilities regulation.
- Support the management of budget deployment and determining resource allocation in circumstances that require discretion and sound judgement.

Types of guidance available for problem solving:

The Sr. Analyst will work closely with the Manager and under the broad direction of the Director; however, as a senior analyst the successful candidate will be expected to function independently. Critical thinking skills are necessary for accurate issue identification and effective problem solving. Strong analytical skills, particularly the ability to act on issues based on precedents set by similar past circumstances, are essential. The Sr. Analyst will be supported as needed by other teams within the UCA, including the Market, Policy and Analysis team. Finally, the Sr. Analyst will work very closely with and be advised by external expert consultants and legal counsel in regulatory proceedings.

Direct or indirect impacts of decisions:

The Senior Regulatory Analyst plays a vital role in the success of the UCA and its regulatory interventions for the benefit of residential, small business and farm consumers. In this role, your decisions and actions:

- Directly impact the success of UCA's regulatory interventions based on the quality and persuasiveness of evidence submitted by the UCA in AUC proceedings.
- Have material effect on residential, small business and farm consumers of electricity and natural gas in Alberta, by ensuring fair and just utility rates and safe and reliable service.
- Contribute to innovation and continual improvements of the restructured energy markets in Alberta.
- Substantially influence the direction and policies for consumer regulatory interventions.
- Contend with new and emerging problems facing the Alberta utilities industry.
- Foster positive stakeholder relationships vital to the effective functioning of the UCA.
- Demonstrate fairness and transparency in the UCA's procurement activities (external consultants and legal counsel).
- Significantly reflect on the reputation and value of the UCA and the Government of Alberta, generally.

Key Relationships

Major stakeholders and purpose of interactions:

The Sr. Analyst has extensive contact with stakeholders to obtain, explain and exchange information, discuss and resolve issues and to research opportunities. Extensive, near daily contact with expert consultants and counsel is required to address issues and provide direction and feedback. Regular contact with the Manager, Director, and Market Policy & Analysis team of the UCA is required to stay up to date on current branch and department direction and to provide information on UCA undertakings. Daily contact with UCA team members is part of the day-to-day work.

I. Internal - Regular and Ongoing

- UCA Regulatory Affairs team
- UCA Market Policy & Analysis team
- Director, UCA Regulatory Affairs
- Executive Director, UCA
- Management in the Utilities Division

Purpose:

- Coordinate and initiate operational plans and day-to-day operations; provide guidance and direction
- Plan, strategize and prepare regulatory documents; provide advice; contribute to development of UCA plans and strategies; collaborate on operations and initiatives
- Sharing and developing ideas and addressing consumer concerns
- Gathering and supporting data
- Provide advice, information and analysis; consultation and briefings, resolve issues and concerns; exchange and clarify information relating to regulatory hearings

II. External - Regular and Ongoing and as Required

- Legal counsel and technical consultants (frequent)
- Other interveners including Rural Electrification Associations, Alberta Municipalities, Rural Municipalities of Alberta, City of Calgary, City of Edmonton, Consumers Coalition of Alberta, Independent Power Consumers Association of Alberta, the Alberta Federation of Rural Electrification Associations, the Federation of Alberta Gas Cooperatives, Chamber of Commerce; management of utility companies; industry organizations (IPPSA, IPCC, ADC) (frequent)
- Government agencies including Alberta Electric System Operator, Alberta Utilities Commission staff, Market Surveillance Administrator and Balancing Pool staff, Power and Natural Gas Consumer Panel members (periodic)
- Utility companies making applications to the AUC (frequent)

Purpose:

- Establish linkages and collaborative working relationships
- Exchange information; provide clarification of UCA positions
- Identify, negotiate, correlate and resolve complex issues
- Provide consultation and advice; communicate key initiatives, with objective of gaining acceptance and commitment

- Collaborate on major initiatives; encourage innovation
- Ensure UCA regulatory intervention positions are well understood; provide submissions, motions and applications on behalf of consumers

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Economics

Designation

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

Education and Experience:

- University degree in economics, law, business, finance, engineering, public administration or similar field of study.
- Minimum of four years' related experience in energy, utility or other regulated industry.
- Graduate degree is an asset.
- Experience in preparation of argument and evidence in regulatory proceedings is an asset.

Knowledge:

- Knowledge and understanding of the legislation, regulations, programs, policies, practice and precedents governing utility operations in Alberta.
- Knowledge of the utilities industry, including trends and issues.
- Knowledge of cost of service regulation, including knowledge of revenue requirements, deferral accounts, utility finance, income taxes, cost allocation, cost of service studies, rate design and terms and conditions of service.
- Knowledge of performance based regulation (PBR).
- Knowledge of economic principles relating to utility rates and costing methodologies.
- Knowledge of economic theory, finance and analysis with the ability to apply economic principles in conducting economic analysis.
- Knowledge of the principles of accounting and auditing.
- Knowledge of research methodology and analysis.
- Knowledge of computer information systems, software applicable to word processing and spreadsheets, information management, data quality principles, best practices and processes.
- Statistical analysis and effective report writing and presentation skills.

Skills & Abilities:

- Ability to develop and maintain collaborative working relationships within the organization, across government and with multiple stakeholders, including the ability to balance the needs and interests of diverse groups.
- Conceptual, analytical and problem-solving skills.
- Excellent communication and collaboration skills, including listening, verbal and written.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Commitment to working cooperatively and productively with others to achieve results and possesses excellent communication skills are essential to this role; clearly conveying and receiving messages to meet the needs of all. This involves listening , interpreting, formulating, and delivering: verbal, non-verbal, written messages.
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>The role is required to efficiently and effectively advance and direct deliverables in a timely manner, ensuring they are accurate and on time.</p> <p>Keen ability to assess options and implications, determining the best available solution in often on the fly.</p>
Agility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	This role demands the ability to respond and adapt to dynamic situations with flexibility and creativity.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others 	A understanding that the UCA's mandate is driven by clear and measurable results, which directly translate into positive and fair outcomes for

		responsible for results <ul style="list-style-type: none">• Partners with groups to achieve outcomes• Aims to exceed expectations	small consumers of energy.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature