



- PREPAYPOWER LIMITED
- #JOB-2430883
- Paramount Court, Corrig Road, Sandyford Bus Pk, Dublin 18, D18 R9C7
- No of positions : 1
- Paid Position
- 40 hours per week
- 36000.00 Euro Annually
- 26/01/2026
- 23/02/2026

How to apply

Application Method :

Not available



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Revenue Protection Analyst

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Job Summary:

This is a critical role to the business ensuring accuracy of customer charging, handling discrepancies and facilitating repayment negotiation. Aspects of the role will involve analysis, account management and technical consumption

analysis.

Key Responsibilities:

- Comparison of charging on PPP Meter to ESB Meter
- Validating that our systems are charging in line with the meter of record (ESB Networks or GNI Meters).
- Detailed account analysis including consumption validation, tariff checks, top-up checks to understand the underlying cause.
- Engaging with network operators, technicians and customers to determine the underlying cause and resolve the discrepancy.
- Escalation points for complex customer issues.
- Setup repayment plans and monitor performance.
- Management of non-performing accounts up to the point of disconnection of supply.
- Escalation of aged debt to debt collection agencies.
- Analysis and audit of technician site visit reports.
- Liaising with other departments, network operators and third parties in relation to Revenue Protection issues.
- Investigate root cause of identified issues or exceptions through to resolution.
- Administration of all Revenue customer communications e.g. mail merges.
- Monitoring of account performance re customer repayments plans.
- Supporting RP Tier 1 staff by providing guidance.
- Completion of all BAU Revenue activists accurately and on time.
- Ensure all customer queries are dealt with within SLA, resolved where applicable or moved

through to the next appropriate action.

- Ensuring compliance to company procedures including all compliance and regulatory policies.
- Coordination of technician site visits with our customer service team.
- Providing regular reports to the management on all Revenue Protection activity.
- Ad hoc duties as required

- This vacancy is suitable for Remote/Blended working
- **Sector:** electricity, gas, steam and air conditioning supply

Career Level

- Not Required