

## COMMERCIAL FIELD REPRESENTATIVE

### Class - 1600

#### Task List 2016

1. Provides information (by telephone and in person) to Department of Water and Power employees and the public on issues relating to electrical services, water services, billing procedures, electrical and water service applications and deposits, illegal use of services (e.g. illegal wiring, improper connections, and diversions), customer usage, rates, and fundamental operation of electric and water meters.
2. Collects customer payments (i.e. cash or check) for delinquent bills including regular and closing bills for water and electrical services and deposits.
3. Issues shutoff notices or disconnects electricity and/or water in order to collect delinquent customer bills.
4. Discusses electrical and/or water services application procedures (e.g. service sign up) with customers (in-person) who have failed to complete an application for services already being provided in order to ensure that all Department of Water and Power customers have properly applied for service.
5. Reads and records (on tablet device) electric and water meter readings whenever service is turned on or off or for special readings in order to monitor legal consumption, check for illegal consumption or to verify accuracy of previous readings.
6. Connects or disconnects customer electrical service by using any of the following 5 methods: disconnect sleeves, dropped lugs, lock fuse, close main switch or pulled loops.
7. Connects or disconnects customer water service by accessing water meter and slowly turn the flange or stem of the curb valve with a water curb valve key.
8. Visually inspects water and electric meters encountered during work activities and notes and reports any hazards or damage to meter, or improper use of electrical and water service to ensure that meters are not damaged or tampered with.
9. Reads map of work area (on computer) and assigns orders and/or schedules customer appointments (using various computer applications) in order to efficiently organize and complete daily work.
10. Fills out various forms (e.g. monies collected or services disconnected) for electrical and water services (using information supplied by customers), customer notices (e.g. load on switch off, LOSO, or open plumbing), service orders and daily reports in order to obtain accurate customer information, notify customers of services rendered, or to record daily work activities
11. Writes reports to document matters such as vehicle accidents or customer confrontations in order to inform management or supervision of various incidents or conditions.
12. Monitors field orders to ensure work is balanced among Commercial Field Representatives and to ensure priority work is completed and to redistribute work if necessary.

13. Creates daily routes for Meter Readers using various computer routing applications (e.g. Field Collection System and Oracle's Mobile Workforce Management) to ensure compliance with Department of Water and Power standards.
14. Complies with safety standards and procedures (developed by the Department of Water and Power and the Occupational Safety and Health Administration) in all aspects of work including but not limited to inspecting vehicles, driving a City vehicle, scanning for hazards at work sites, maintaining tools and personal protective equipment.