

**Senior Commercial Field Representative**  
**Task List - 2024**

1. Provides detailed and often complex information by telephone, email, mail, and in person to departmental employees and the general public relating to various matters, such as electrical services, water services, billing procedures, departmental procedures and administrative regulation, illegal use or abuse of electrical and water services, and conservation of water and electricity, in order to assist customers with various types of service requests and inquiries.
2. Enforces departmental rules and regulations regarding electrical and water services provided to customers by reporting damage to or improper use of electrical and water service, such as meter damage, tampering, illegal connections, and misuse of water and electricity, in order to protect the Department of Water and Power's (DWP) revenue.
3. Researches and resolves customer billing and meter irregularities via customer complaints or investigation orders from other departmental units by determining the correct customer billing classification and rates, investigating reported meter service and wiring irregularities, disconnecting and connecting water and electrical services, making special readings of water and electrical meters, and inspecting water and electrical meters, service connections, and wiring circuits, in order to maintain customer accounts and present accurate billing to customers.
4. Determines and/or verifies electrical and water rates, electrical equipment power usage, water usage, underground leak and stuck meter adjustments, disconnections, and field investigations by performing calculations and computations in order to accurately calculate electrical and water charges.
5. Conducts field investigations concerning areas such as irregularities of water and electrical service and opening and closing bills, in order to prepare suggestions, recommendations, memoranda, completed forms, and find solutions to resolve customer concerns.
6. Supervises employees engaged in various responsibilities, such as meter readings, field service, collection, and investigation by assigning daily work, inspecting completed work, verifying daily collections, reviewing completed forms for accuracy, evaluating employee job performance, and counseling and training employees, in order to ensure employees meet departmental quality assurance standards.
7. Researches customer accounts and information by using the Customer Care and Billing (CC&B) system, such as meter read history, billing history, SP meter installation, customer contacts, premise notes, and Control Central, in order to compile information to assist field representatives.
8. Complies with safety standards and procedures developed by the Department of Water and Power (DWP) and the Occupational Safety and Health Administration (OSHA) in all aspects of work, including but not limited to inspecting vehicles, driving a City vehicle, scanning for hazards at work sites, and inspecting tools and personal protective equipment in order to ensure the safety of one's self and others.

9. Corresponds with various units, such as Test Lab, Electric Trouble, Water Trouble, Electric Service Representative (ESR), Meter Setters, Service Planning, Revenue Security Unit (RSU), Account Services Unit (ASU), Customer Relations Office (CRO), Major Accounts, Premier Accounts, and City Council Offices, in order to provide assistance completing cases.

10. Reads maps of work areas via computer in order to schedule customer appointments and efficiently organize and complete daily work.