

**WATER SERVICE REPRESENTATIVE 1693
TASK LIST 2026**

1. Conducts field investigations to determine existing conditions and modifications necessary for installation of water facilities and applicability of water charges by inspecting, verifying, measuring and recording in order to ensure accuracy of billing and regulatory requirements.
2. Conducts office investigations to determine water facility requirements and applicable rates and charges by reviewing plans, water service maps and records, legal descriptions, installation documents, and engineering data in order to establish and verify accurate water facility, backflow requirements, and rate information.
3. Consults, advises, and creates business arrangements with applicants for water facilities by collecting money, making financial arrangements, and by preparing bonds, installment payment contracts, agreements and easement documents in order to legally finalize the terms and secure the funding for water facilities.
4. Consults and advises contractors as liaisons for water systems and others relating to construction schedules for installation, extension, removal, and modification of water facilities in order to ensure project coordination and timely delivery of water services.
5. Determines applicable rates and rules for existing and proposed water services by referencing the appropriate water ordinance in order to ensure compliance with legal ordinances and maintain accurate customer accounts.
6. Coordinates the furnishing of water facilities and services with other public utilities and governmental agencies via meetings, water system liaison, correspondence and telephone in order to ensure seamless execution and delivery of water facilities and services.
7. Resolves water service problems and complaints such as low pressure, inadequate supply, land use changes, system changes, and service location by analyzing, investigating, and recommending appropriate action in order to ensure customer satisfaction and continuity of water service.
8. Investigates irregularities and violations of regulations and agreements regarding the use of water facilities, and takes necessary action in order to enforce compliance and protect the integrity of the water system.
9. Provides lead assistance to other Water Service Representatives via assigning work, on-the-job training and checking work in order to maintain quality of work and operational effectiveness of the work unit.

10. Prepares and maintains accounting records for all monies which have been collected in order to ensure financial accountability and accurate reporting of funds.
11. Provides liaison between the various divisions, bureaus, other agencies and the general public, regarding water facility installations and adjustments via telephone, correspondence, meetings and court appearances in order to facilitate effective communication and resolution of water facility issues.
12. Prepares orders for installation or adjustments of Water facilities by completing the necessary documents in order to authorize and initiate the required work on water facilities.
13. Participates in studies regarding policies, procedures, rates and rules as they relate to the Water System of the Department of Water and Power in order to maintain the integrity of the organization's service rules.
14. Keeps records and prepares correspondence and reports such as Monthly Reports, Monthly Financial Reports, letters to contractors, and clearance letters in order to maintain a comprehensive record of activities and inform stakeholders.
15. Assesses customers' water use and potential hazards to establish applicable backflow prevention requirements.
16. Provides updates and reviews the Water Service maps in order to ensure accuracy of the information collected.
17. Enters and obtains information relevant to water service orders via personal computer in order to maintain recordkeeping of customer billing/usage.
18. Reviews job site rules regarding safety rules and regulations to assess an area, use the proper Personal Protective Equipment (PPE) required onsite in order to maintain a safe work environment for oneself and others.
19. Follows proper guidelines and department safety procedures and policies during field work in order to ensure one's safety.