

ELECTRICAL SERVICE WORKER (3825)

TASK LIST 2024

1. Gets customer complaint and address by radio, telephone, or computer from Electrical Trouble Dispatcher who has filled out an "MTO – Electricity Consumer's Complaint" form listing the information provided by the complaining customer in order to know address and trouble reported, in order to accurately and efficiently arrive at the job site.
2. Questions Electric Trouble Dispatcher on any points not clear to establish urgency and plan a route for minimum driving time in order to perform work efficiently.
3. Drives light truck equipped with standard materials and tools from reporting location, or from job just completed, to the customer address in order to be prepared to correct trouble and work efficiently.
4. Talks to customers to identify any problems in order to determine if they are the responsibility of the Department of Water and Power or if it's the customer's equipment.
5. Visually checks the main circuit breaker in a customer's meter box or meter panel to see if it has been accidentally opened in order to restore power.
6. Flips switch to reclose circuit breaker, if tripped, to energize customer service.
7. Connects test clips from an Amprobe or a voltage tester to the conductors on the Department of Water and Power side of the customer's main breaker to see if voltages are normal.
8. Visually checks service head and wires back to the pole transformer in order to spot any broken wires or foreign matter that could be causing a trouble.
9. Verbally warns customer to keep themselves and their pets away from any wire that is on the ground or broken in order to prevent accidents or possible legal action by the customer against the Department of Water and Power.
10. Guards any broken or downed wire until Trouble Patrol can respond in order to prevent injury to persons or animals.
11. Makes a report of any downed or broken wires or apparent transformer trouble to the Electrical Trouble Dispatcher by radio, telephone, or computer so that the necessary Patrol crew can be dispatched.
12. Connects voltage tester leads to proper points in order to read voltage on the bus side of the fuse, fusestat, or circuit breaker of each branch circuit in trouble to be sure that any trouble on a branch circuit is in customer wiring, connections, or in appliances plugged into a circuit.

13. Removes and replaces branch circuit wires and tightens terminal screws with a slot head or Phillips head screwdriver in order to produce a good contact on a circuit breaker or fuse panel.
14. Uses insulating materials and insulated screwdrivers or nutdrivers to avoid grounding or short-circuiting an energized circuit in order to prevent personal injury or damage to the customer's equipment.
15. Replaces blown fuse with a proper size fuse for that type of branch circuit, or recloses the branch circuit breaker, in order to restore service on each branch circuit that is in use.
16. Tests the wires of branch circuits running from a service bus panel in order to find any broken wires that require splicing.
17. Removes insulation with a skinning knife, installs a STA-KON connector and presses splice with a STA-KON tool in order to insure a low resistance wire splice.
18. Records meter numbers and dial readings on a tag in order to maintain the meter record when a defective or noisy meter requires replacement.
19. Removes defective or extremely noisy watthour meters and places tags on them with meter numbers, dial readings, and the date removed for return to shop in order to maintain accurate records.
20. Installs jumpers using rubber gloves with leather keepers in order to bypass the meter until the meter is replaced.
21. Enters information regarding the service call, such as meter number, reading, date and time trouble call received, time arrived, address, complaint, remarks on work done, and date and time, into the computer in order to provide a record of the transaction.
22. Fills out "Daily Time and Work Report – Trouble Section" for jobs done listing the addresses of customers (no names) and nature of work done with the required time in order to provide necessary records.
23. Checks light truck for body damage, fuel, proper oil level, tire condition, and other necessary tools to perform job duties in order to perform minor repair work at customer services on the shift.
24. Fills out accident report forms in order to provide the information needed after an accident while driving a Department vehicle.
25. Writes reports related to claimed damage to customer property that would occur during work, giving as much detail as seems pertinent in order to prepare the legal section for possible litigation that customer may initiate.

26. Explains that the Department of Water and Power cannot fix issues with a circuit that are part of the customer's wiring and advises the customer to obtain the services of a qualified electrician to repair it in order to insure that the wiring will be in a safe condition.
27. Shall not give the customer advice or instructions beyond the scope of Department of Water and Power responsibilities in order to avoid possible litigation claiming that the Department of Water and Power gave advice that was incorrect.
28. Removes meter boots or keyed meter rings to reenergize customer service.
29. Delivers portable transformer trailers, maps, barricades and provides traffic control for downed overhead lines in order to expedite the work.