

ELECTRIC TROUBLE DISPATCHER (3828)
Task List 2026

1. Receives, listens to, and analyzes electric trouble complaints, dispatches appropriate personnel and equipment, such as temporary transformers, trailers, cranes, bucket trucks, cables, and relays critical information to personnel in the field in order to clear and repair the trouble and restore service in a thorough and effective manner.
2. Listens to and comprehends information relayed by another Trouble Dispatcher paying special attention to details such as system trouble or conditions, equipment breakdowns, and/or specific problems on the DWP power distribution system, in order to maintain the continuity of service to our DWP customers.
3. Writes or inputs information to digital logs from field personnel, such as job orders, material and equipment requirements, map locations, personnel requirements, and translates information into memo form in order to forward to district personnel for permanent repairs to be completed.
4. Writes or types brief descriptions, reports, and memos of electric trouble within the digital log and appropriate computer program such as the DWP Power Outage Management System in order to log each trouble occurrence involving outages or damage to department equipment, process electric trouble jobs, and relay pertinent information to district offices.
5. Reads schematics, diagrams, and maps of power distribution circuitry industrial stations, commercial stations and pole top distribution stations in order to write switching orders and determine a path of restoration of power to the customer.
6. Draws addendums including corrections or revisions on schematics and maps in order to ensure they are accurate and continually updated as needed.
7. Analyzes and calculates load needs, distances, wire sizes, cable requirements, and outage times in order to verify that field switching will be successful and prevent potential equipment damage.
8. Completes memos and updates digital logs such as clearances, work authorities, tag logs, and makes real-time updates to maps in order to ensure that the information is accurate and continually updated as necessary.
9. Reads and interprets electronic and hard copy street and circuit diagrams such as computer generated and paper maps in order to relay critical information by phone or two-way radio to personnel and direct them to the location of trouble.
10. Issues safety tag numbers and instructions by phone or two-way radio to personnel and records in appropriate logs in order to account for all tags issued and ensure the safety of personnel in the field.

11. Reads and interprets reference guides such as gas alarm books and clearance books in order to verify the information and direct field crew to the proper location.
12. Communicates with customers such as, City personnel, the public referred by the Department of Water and Power call center, and the Police and Fire departments regarding the interruption of electrical service in order to analyze the information communicated and address the concern in an effective and courteous manner.
13. Reads and interprets underground and overhead construction maps, prints, and symbols by revising and/or suggesting changes to maps and prints as work is completed, and annotating temporary changes of opened and/or closed switches for circuit configuration, in order to relay information to and understand information received from personnel in the field.
14. Reads and interprets incident reports from field personnel such as damaged equipment, repairs made, and upgrades if applicable in order to record all work related information.
15. Orally relays pertinent information to relief crews in person and/or by phone in order to ensure all crews are updated on the status of work completed and/or in progress.
16. Updates proprietary reports by editing or adding electrical, customer, and/or field information in order to ensure that electric trouble records are accurate and continually updated.
17. Receives emergency calls, collects information, and resources needed from the field crews and provides the information to the Fire department, Police department, and/or Electric Trouble in order to address and respond to the emergency.