

**Electric Service Representative (7520)
Task List**

Electric Service Inspection and Investigation

1. Plans and coordinates the installation of new and the modification of existing underground and overhead electric installations in order to ensure compliance with the Department's Electric Service Requirements.
2. Inspects the construction of underground electric service distribution and metering facilities and components, such as trenches, underground conduit installation, vaults and manholes, from the point of entry of the Department's distribution system to the customer's service entrance equipment in order to ensure adherence to Department rules, plans, specifications, drawings, and standards.
3. Inspects construction of overhead electric service facilities and metering installations in order to ensure compliance with plans, specifications, rules, regulations, and Departmental requirements.
4. Inspects energized electrical service equipment, such as panels used in residential and commercial applications, in order to ensure proper connections.
5. Investigates field conditions and obtains cost estimates for relocation service lines and underground intercepts in order to furnish cost information to customers.
6. Refers customers to other Department sections, such as Electric Trouble and Power Quality sections, in order to appropriately respond to complaints regarding voltage issues and quality of electric service and metering.
7. Investigates complaints of damage to electrical service equipment in order to determine possible remedies and to ensure compliance with the Los Angeles Department of Water and Power Electric Service Requirements Manual.
8. Determines appropriate location and metering equipment under 400 amps and single-phase for underground and overhead installations, conduit, and conductors in order to insure proper installation of electrical equipment.
9. Discusses changes in location of electric service equipment with Department engineers, such as conduit ducts, manholes, and metering equipment, in order to ensure compliance with Department standards.
10. Discusses minor changes in location of ducts, manholes, and metering equipment with Department engineers and refers major changes to electric service equipment to the proper Department personnel in order to ensure compliance with applicable Departmental rules and regulations.
11. Provides meter spot locations to homeowners and contractors by creating sketches of buildings and electrical facilities to ensure proper installation of electrical equipment and ensure compliance with Department standards.

12. Provides specifications for meter and service requirements to homeowners and contractors in order to ensure the proper installation of electrical equipment.
13. Initiates, recommends, verifies, and supplies information for corrective action to be taken by Department or customers in order to ensure electric service is restored.

Reading Comprehension

14. Interprets City and Departmental rules and regulations in order to assist customers, contractors, and builders with technical problems regarding electric installations.
15. Reads and interprets engineer drawings, customer drawings, sketches, and schematics in order to determine service characteristics and size of electrical load.

Oral and Written Communication

16. Reports on plan changes from customers, contractors, and builders in order to provide accurate information to the Department.
17. Reports changes from plans in as-builts drawings in order to provide accurate records to the Engineering section.
18. Directs contractors through inspection activities involving City electrical inspectors and receives updates and results of the inspections in order to ensure safe installations that are compliant with applicable regulations.
19. Communicates with personnel of other sections and divisions on matters relating to new services, including modifications and extensions, in order to resolve job site issues.
20. Assists customers, contractors, and builders with electric and service installation location information in order to provide and meet electric service requirements.
21. Responds to customers inquiries in order to provide information on how to complete their electric service project.
22. Prepares written records of communications with customers concerning facilities required for electric services in order to provide and meet electric service requirements.
23. Prepares and reviews recommendations and reports on damaged service investigations and customer electric service complaints in order to ensure safe and reliable electrical service.
24. Creates billing letters and correspondence to customers in order to collect service fees.
25. Prepares as-built sketches of completed jobs showing as-constructed location of facilities in order to ensure the Department has accurate records detailing the location of conduits and underground services.

Safety

26. Uses proper tools and personal protective equipment (PPE) in the field, such as electrical testers, hammers, ladders, and eye and ear protection, in order to safely investigate service issues and inspect equipment.

Other Related Duties

27. Operates basic office equipment, such as computers, copiers, and scanners, in order to prepare and process electric service related documents.
28. Uses a computer daily to access various computer programs, such as mapping programs (Google Maps), Work Management Information System (WMIS), Customer Care and Billing (CCB), and Microsoft Office applications, in order to complete electric service work assignments.
29. Drives a City vehicle to job sites, Department meetings, and meetings with other City departments and customers in order to coordinate electrical equipment installation.