

METER READER, 1611

Summary of Duties : Reads water and electric meters; notes irregularities encountered in the field and answers customers' inquiries and complaints regarding service; turns water and electric services on and off; writes orders for the correction of irregularities noted in the field; and does related work.

Distinguishing Features : A Meter Reader is responsible for the accurate reading or rereading of water and electric meters. An employee of this class must be tactful and courteous to maintain good relations between the customer and the Department. A Meter Reader works in the field alone and must be able to read meters accurately through a screen, at a distance, with poor light, or under other unfavorable circumstances. The work involves considerable exposure to the elements and requires considerable physical stamina, as Meter Readers walk in excess of seven miles a day in performing their regular duties.

Examples of Duties : Reads various types of water and electric meters for regular reading; rereads closing bills and when turning services on or off; subtracts previous readings from present readings; estimates consumption according to established procedure when meters are inaccessible; records readings and consumption in read books; reads demand meters, sets them at zero, and reseals them; verifies meter numbers; locates meters; inserts and removes regular and lock fuses; observes and reports irregular conditions of meters and services such as switches wired in solid, jumpers installed around meters, broken seals, irregular fusing, broken meter glasses, or services cut in flat; examines meters for proper size of fuses and to see that wiring has not been tampered with;

Makes minor tests of water and electric meters; accepts applications and takes deposits in the field for electric and water services; checks meters in multiple dwellings to determine which meters serve respective units; computes and collects residential electrical closing bills; assembles daily reading assignments for Meter Readers by transferring read sheets in proper sequence from billing book to field books; reassembles read sheets into billing books after the meters are read;

Sorts field service orders into districts for dispatching; dispatches field service orders to field personnel by telephone and relays information and orders between the office and the field; reviews completed service orders; gives information to other units, divisions, and the public relative to electric and water services; makes meter reading assignments to other Meter Readers; writes field and service orders for the correction of irregularities noted during meter reading in the field; prepares work reports; and may occasionally be assigned to other duties for training purposes or to meet technological changes or unexpected emergencies.

Qualifications: The ability to learn to take and record water and electric meter readings; the ability to perform routine arithmetical calculations accurately and rapidly; the ability to use small hand tools such as pliers, wrenches, and screw drivers skillfully; the ability to learn Department of Water and Power policies, rules, regulations, and rates schedules and to explain them clearly and courteously; the ability to learn non-precision procedures used in testing water and electric meters; the ability to deal tactfully with customers; and the ability to complete forms and keep records of cash received and action taken.

No educational or experience requirements established for Meter Reader.

License: A valid California driver's license is required.

Physical Requirements: Strength to perform average lifting of less than five pounds and occasionally over fifteen pounds; stamina to walk in excess of seven miles per day; good speaking and hearing ability; and good eyesight.

Persons with physical handicaps may be capable of performing the duties of some of the positions in this class. Such determination must be made by the medical examiner on an individual basis.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.