

**DEFINITION**

Under general supervision from the Meter Reading Supervisor, reads a variety of water meters in an assigned area and records water consumption; places door hangers to inform customers of service changes/usage; field checks and inspects meters, connections, plumbing fixtures, and lines for leaks, damage, or unusual situations and performs minor maintenance, as required; turns service on and off per customer request; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

**Meter Reader** is a distinct customer service classification. Under general supervision, within a framework of established policies and procedures, incumbents perform customer service duties in the field reading water meters to record water consumption of District customers within an assigned area, placing door hangers to inform customers of service changes/usage, and turning off and restoring service as directed. Assignments are given in general terms and are subject to review while in progress and upon completion by the Meter Reading Supervisor. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Customer Account Field Representative classification which, in addition to reading meters, is responsible for making customer contact to effect payment on past due accounts. This classification is further distinguished from the Meter Reading Supervisor which is a supervisory classification responsible for the daily operation of the Meter Reading section of the Customer Services Division.

**TYPICAL DUTIES****TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Reads a variety of water meters in an assigned area and records meter information into a hand-held computer; coordinates download of information into automated system with Customer Account Representatives responsible for billing activities.
- Visits customer premises to connect or disconnect customer service; locates, reads, and turns meter on or off as required.
- Field checks and inspects meters, connections, plumbing fixtures, and lines for leaks or damage; cleans in and around the meter to ensure future accessibility; initiates field orders for repair of damaged meters and/or to report leaks and unsafe conditions for which the District is responsible; reports unauthorized use of water or other unusual conditions; and performs minor maintenance such as replacing lids and painting curbs.
- Fills out door hangers in order to alert customer when consumption is unusually high, when an obstruction prevents reading of meter, and/or when sign up for service is required.
- Re-reads meters and investigates possible reasons for complaints of high billing due to increased water consumption or when consumption discrepancies are identified; recommends appropriate remedial action.
- Answers customer inquiries and provides information to customers concerning District regulations governing service.

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- Safely and effectively operates a vehicle in connection with the duties of this class.
- Performs other related work as required.

### **REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

#### **Education and Experience:**

Possession of a high school diploma or its equivalent; and two (2) years employment which includes substantial day-to-day interaction with other employees or the public to provide requested services with accurate attention to detail and adherence to procedures or standards.

#### **Knowledge, Skills, and Abilities:**

Knowledge of: customer service principles and practices; methods and procedures used to read water meters; methods and procedures for inspecting meters and lines; safe work practices and principles and safe driving practices; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: deal courteously and effectively with other employees and with the public in situations that may be strained; effectively resolve customer disputes primarily in the field; interpret and explain District customer service regulations and requirements to the public; understand and carry out written and oral instructions; work independently and make sound judgments within procedural guidelines; perform arithmetic computations with skill and accuracy; learn to read all types of water meters quickly and accurately; learn and effectively operate a personal hand-held recorder to accurately record meter readings; post data accurately on forms; prepare and maintain simple records; read and interpret street and tap maps; prepare clear, concise, and accurate reports; skillfully and safely operate manual and automatic transmission vehicles; perform essential duties of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### **Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.

#### **Working Conditions/Physical Requirements:**

The essential duties of this classification are performed primarily outdoors under various climatic and geographic conditions and require the ability to: use feet and hands to safely and effectively operate a vehicle; repeatedly get in and out of a vehicle; climb, kneel, bend, crouch, crawl and/or climb to read meters; stand and walk for extended periods of time; clearly see to read meters, identify figures and detect different colors on meter dials and door hangers; hear and communicate verbally with co-workers and customers; maintain body equilibrium while walking

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standing or crouching on narrow and slippery surfaces or up and down hills; extend hands and arms in any direction; push with upper extremities to exert steady force to thrust objects forward , downward or outward; use upper extremities to exert force to draw, drag, haul or tug objects in sustained motion; use finger dexterity to record meter readings; grasp objects with fingers and palm of hand; sense attributes of objects by touching with skin and particularly fingertips; frequently lift and maneuver meter covers weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 07/12, 11/21

Approved: \_\_\_\_\_  
Human Resources/Risk Manager