

East Bay Municipal Utility District

Field Services Representative II

Written Test Study Guide

This booklet is to help you prepare for the Field Services Representative II exam. You are encouraged to study this booklet and the sample questions until you thoroughly understand the material.

You will find that many questions on the exam will closely resemble these sample questions.

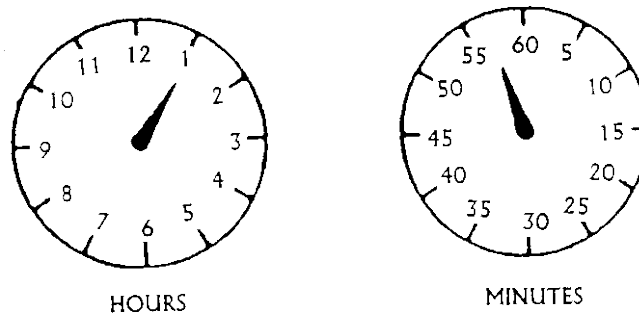
Please **DO NOT** bring this booklet with you to the examination.

2025

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Reading a Water Meter

Figure 1



The above illustration represents a clock with two dials --one for the hour hand and one for the minute hand. Study it for a moment. Is it one o'clock yet? If you answered "no," you were right because the minute hand has not yet completed the hour. Actually, it is 12:57.

Figure 2

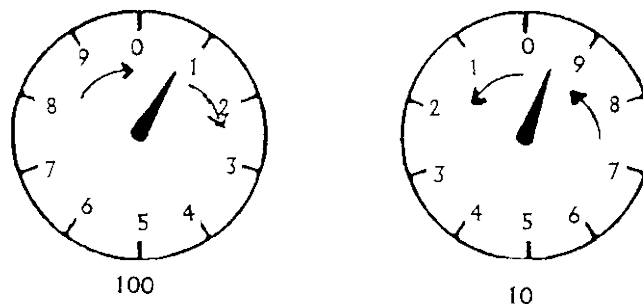
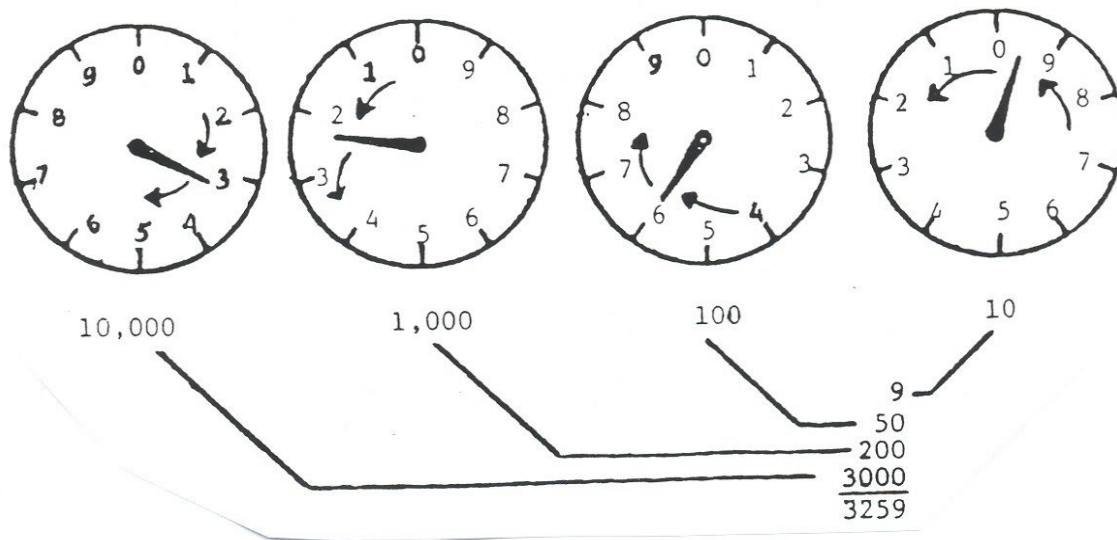


Figure 2 is slightly different from Figure 1. Each dial is marked off in only ten divisions. Additionally, the dial on the right is turning in the opposite direction to the one on the left; it is turning counter clockwise. But just as in the clock illustration, the hand on the 100 dial does not reach a new number until the hand on the 10 dial has made one complete revolution. Has the hand on the 100 dial reached the "1" yet? Your answer should be "no."

If the reading on the dials in Figure 2 represented the amount of water that has passed through a meter, how many units would be indicated? Your answer should be "nine." Remember that the dial on the right registers one unit per digit or 10 units for each complete revolution, while the dial on the left registers 10 units per digit or 100 units for each complete revolution.

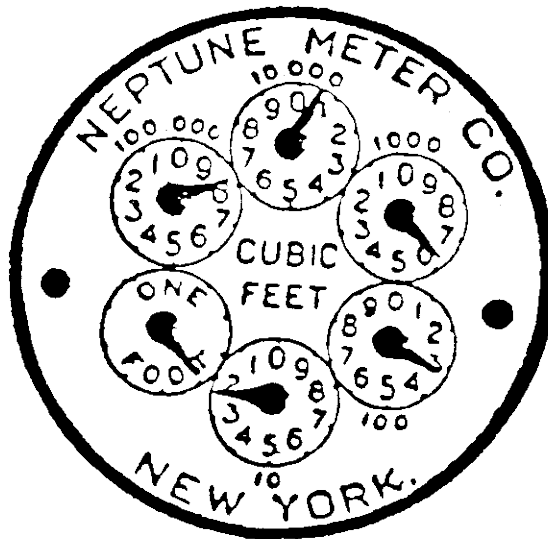
Figure 3



Adding the amount from each dial, in Figure 3 above, the total amount for all four dials is 3,259 units. (Although the hand on the 100 dial points to six, the hand on the 10 dial has not yet completed a full revolution; therefore, the reading on the 100 dial can only be five.)

Water meters usually record "cubic feet" of water. Figure 3 would be registering 3,259 "cubic feet" of water used.

Figure 4



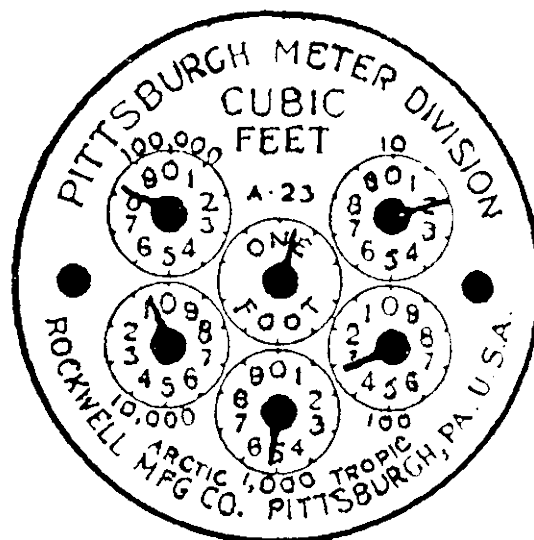
Most water meters consist of several small dials set in a large round face, or "register." A typical "round reading register" is shown in Figure 4. Notice that one of the hands is labeled "one foot." This hand is never recorded as part of the meter reading; it is used only to test the operation of the meter and to clarify the reading of the 10 dial (as will be shown in Figure 5).

What is the reading of the meter in Figure 4? The correct answer is 80632 cubic feet.

Figure 5

The number of cubic feet registered is:

- a. 70532
- b. 80522
- c. 80532
- d. 81532
- e. none of the above



What is the correct answer in Figure 5? At first it appears to be “c” -- 80532, but this answer is not correct. Look carefully at the 10 dial. It appears to be pointing directly at numeral 2. But the one foot dial, which always turns in the opposite direction from the 10 dial, has not yet completed a revolution and is halfway between where the nine would be, if the dial face were marked, and the zero position. Therefore, the correct reading would be 80531 not 80532 since the one foot dial has not yet completed its revolution.

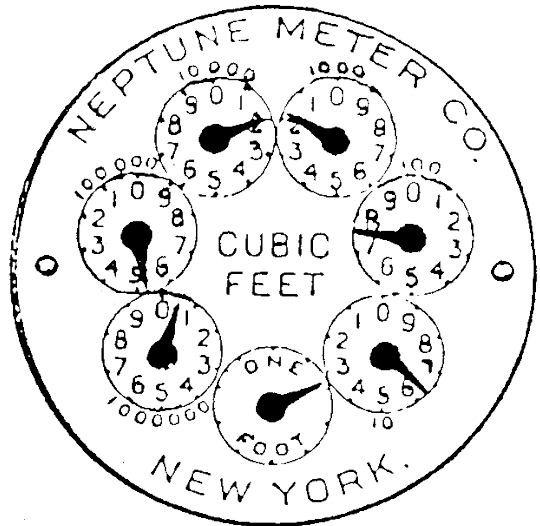
IMPORTANT:

1. To determine exactly where each dial is pointing, always look at the next lowest dial for clarification. For example, when reading the 100 dial, always look at the 10 dial; when reading the 1000 dial, always look at the 100 dial.
2. For the purposes of this examination, assume that the one foot dial always turns in the opposite direction from the 10 foot dial and when a meter is read, all of the dials are recorded except the one foot dial.

Sample Questions

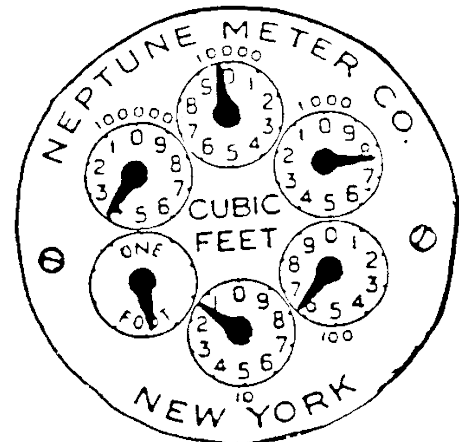
1. The number of cubic feet registered is:

- a. 51177
- b. 52176
- c. 52277
- d. 152176
- e. none of the above



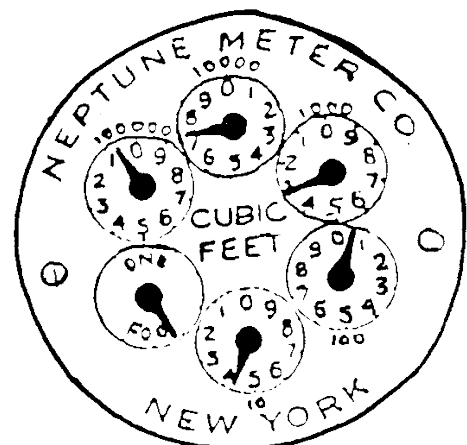
2. The number of cubic feet registered is:

- a. 30761
- b. 39861
- c. 39761
- d. 49761
- e. none of the above



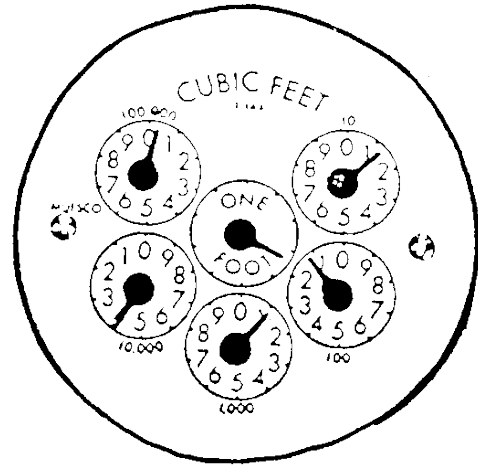
3. The number of cubic feet registered is:

- a. 17304
- b. 17314
- c. 7304
- d. 17304
- e. none of the above



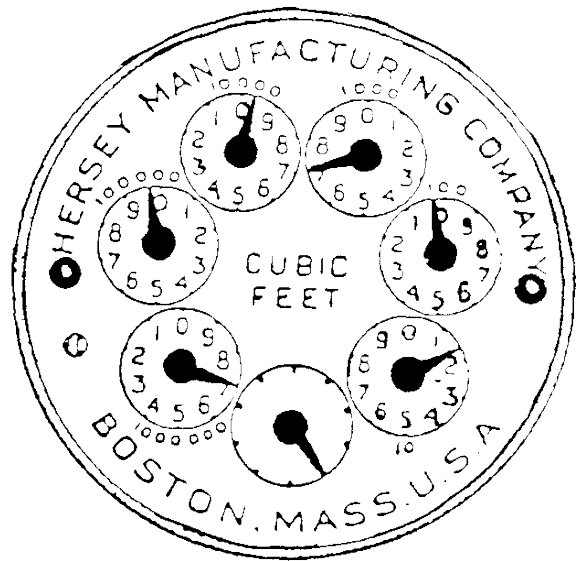
4. The number of cubic feet registered is:

- a. 4222
- b. 4111
- c. 41117
- d. 14111
- e. none of the above



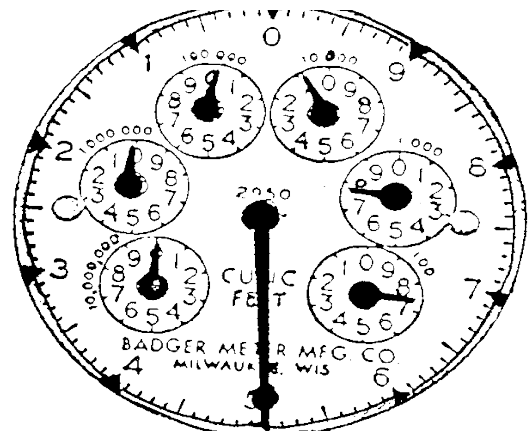
5. The number of cubic feet registered is:

- a. 701
- b. 699701
- c. 700701
- d. 790701
- e. none of the above



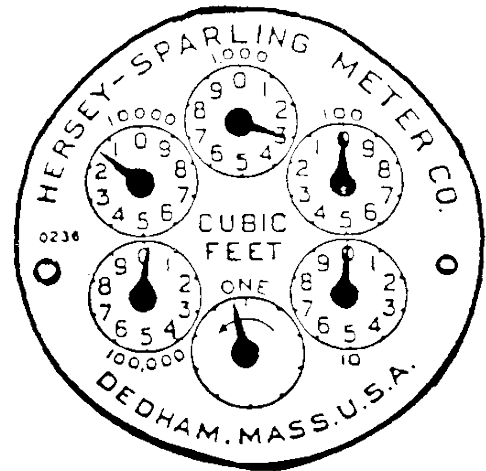
6. The number of cubic feet registered is:

- a. 775
- b. 875
- c. 1775
- d. 10187
- e. none of the above



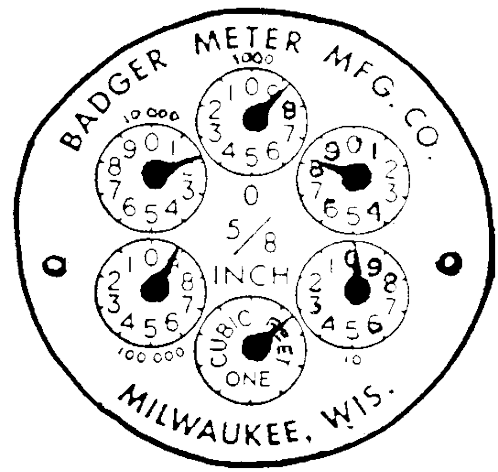
7. The number of cubic feet registered is:

- a. 1299
- b. 1300
- c. 1399
- d. 1309
- e. none of the above



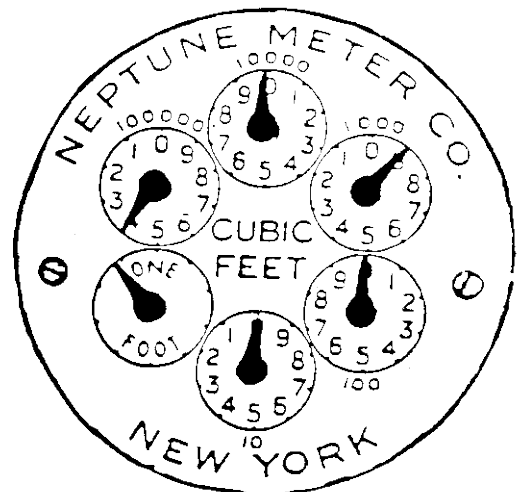
8. The number of cubic feet registered is:

- a. 91880
- b. 91889
- c. 92880
- d. 91870
- e. none of the above



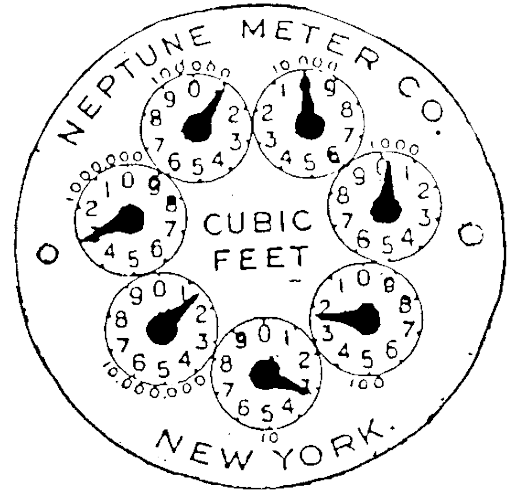
9. The number of cubic feet registered is:

- a. 39900
- b. 39999
- c. 40900
- d. 39899
- e. none of the above



10. The number of cubic feet registered is:

- a. 1310023
- b. 1310230
- c. 1319023
- d. 1319923
- e. none of the above



Answers to Sample Questions

1.	b	52176
2.	c	39761
3.	c	7304
4.	b	4111
5.	b	699701
6.	a	775
7.	b	1300
8.	a	91880
9.	d	39899
10.	a	1310023

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Math Calculations

Instructions and Sample Questions

We have prepared the following math sample questions to help applicants prepare for the Field Services Representative II exam. In order to understand the concepts to be tested in this section, please familiarize yourself thoroughly with the following sample questions. You will find that many questions on the exam will closely resemble these sample questions.

Instructions: Perform the following calculations to obtain the correct answer.

1. Mr. Smith used 8,245 gallons of water in 20 days. He will use 33 units of water in 60 days (748 gallons = 1 unit).
 - a. Agree
 - b. Disagree

2. Ms. Vasquez had a balance from her February bill of \$124.82. Her March bill was \$114.38 and her April bill was \$119.08. She made a \$205.00 payment in May. Her balance is \$153.28.
 - a. Agree
 - b. Disagree

3. The required deposit to turn on water is $1\frac{1}{2}$ times the average of six months of bills. The required deposit is \$71.87. The bills are \$75.04, \$64.57, \$24.97, \$53.22, \$45.82 and \$23.85.
 - a. Agree
 - b. Disagree

4. Mrs. Chin will pay 35% of her bill March 1, 40% on March 15, and 25% on March 30. Her bill is \$245.89. Her payments will be \$86.06 on March 1, \$98.36 on March 15 and \$61.47 on March 30.
 - a. Agree
 - b. Disagree

5. Mr. Jones' bill is \$60.51. Mr. Smith's bill is \$51.99. Mr. Jones' bill is approximately 16% more than Mr. Smith's bill.
 - a. Agree
 - b. Disagree

6. Ms. Franklin was billed for 5,984 gallons of water in March and 8,238 gallons of water in April (748 gallons = 1 unit, 1 unit = \$1.10). A \$3.00 credit is given for less than 10 units per billing. Ms. Franklin's accrued bill is for \$18.90.
- a. Agree
 - b. Disagree
7. Josie Smith used 54 units of water in 30 days. She will be charged a \$35.00 fee if she uses water in excess of 1,200 gallons per day. Ms. Smith will be charged a \$35.00 excess fee (748 gallons = 1 unit).
- a. Agree
 - b. Disagree
8. In March, Mr. Gardener used 3,750 gallons of water. The March water bill for Mr. Gardener was \$5.51 (748 gallons = 1 unit, 1 unit = \$1.10).
- a. Agree
 - b. Disagree
9. Mrs. McGrath's water bills for March through August were \$18.75, \$38.49, \$68.21, \$54.91, \$62.38 and \$39.73. If a deposit is 3 1/2 times the average bill, her deposit should be \$164.77.
- a. Agree
 - b. Disagree
10. In July, the Oakland Museum consumed 5,983 gallons of water per day (**GPD**). In August, the Oakland Museum must reduce consumption to 85% of July consumption. Therefore, consumption for the month of August must not exceed 5,086 GPD.
- a. Agree
 - b. Disagree

Interpreting Policies and Procedures

Instructions and Sample Questions

We have prepared the following questions on interpreting policies and procedures to help applicants prepare for the Field Services Representative II exam. Please familiarize yourself thoroughly with the following sample questions.

Instructions: Base your answers solely on the information contained in Insert X on the next page. You will find that many questions on the exam will closely resemble these sample questions.

1. In an attempt to read Mr. Jones' water meter, a Field Services Representative discovers a pile of bricks sitting on top of the water meter lid. The charge to read the water meter is \$20.00.
 - a. Agree
 - b. Disagree

2. Due to equipment leakage discovered at the Acme Food Supply, excess water will be billed at twice the rate charged for general use.
 - a. Agree
 - b. Disagree

3. The charge for restoring service on Memorial Day is \$35.00.
 - a. Agree
 - b. Disagree

4. The monthly service charge for a 3/4" pipe is \$38.00.
 - a. Agree
 - b. Disagree

INSERT X
UTILITY RATE SCHEDULE
SCHEDULE A -- FIRE SERVICE CONNECTIONS

APPLICABILITY:

This schedule applies to private fire service connections; monthly service charge is based on size of meter.

RATES:

<u>Size</u>	<u>Monthly Rate</u>
Less than 2-inch.....	\$ 22.00
2-inch meter	25.00
3-inch meter	28.00
4-inch meter	33.00
6-inch meter	40.00
8-inch meter	60.00
10-inch meter	100.00
11-inch meter	200.00

CONDITIONS:

Service under this schedule shall be discontinued if water is used for purposes other than fire extinguishing, water used in testing, or repairing of equipment.

No charge for water used for fire extinguishing purposes, but water lost through leakage or used in violation of regulation shall be paid for at double the rate for general use.

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SCHEDULE B -- CHARGES FOR SPECIAL SERVICES

A. OBSTRUCTED METER CHARGE

A charge of \$25.00 shall be paid for reading meters that are obstructed.

B. WASTEFUL USE CHARGE

A charge of \$40.00 shall be paid to cover the monitoring costs incurred by the District if, after written notification, excessive water use is not curtailed.

C. SERVICE RESTORATION

The charge for restoring service during regular office hours is \$25.00.

The charge for restoring service between 5 p.m. and 8 a.m. or on Saturday, Sunday, or on a holiday is \$35.00.

Understanding Plumbing and Water Conservation

Instructions and Sample Questions

We have prepared the following plumbing and water conservation sample questions to help applicants prepare for the Field Services Representative II exam. You are encouraged to take the time to study *The Puddle Stopper's Handbook, A Guide to Basic Home Plumbing* along with this material and work the sample questions until you thoroughly understand plumbing and water conservation procedures. All material to be tested for in this section will be taken directly from *The Puddle Stopper's Handbook*. In order to understand the concepts to be tested in this section, please familiarize yourself thoroughly with it. You will find that many questions on the exam will closely resemble these sample questions.

Instructions: Read the following questions then circle the correct answer based solely on the information contained in *The Puddle Stopper's Handbook*.

1. On a water heater, the cold water supply line enters the top of the heater.
 - a. Agree
 - b. Disagree

2. A common source of household water leaks can be found by checking the bathroom.
 - a. Agree
 - b. Disagree

3. Most of the water you get from EBMUD starts out as fresh spring water from the San Joaquin Delta.
 - a. Agree
 - b. Disagree

4. Water filtration devices are needed in most households to ensure high standards of water purity.
 - a. Agree
 - b. Disagree

5. Washing your hands with the tap running requires twice as much water as using a full basin of water.
 - a. Agree
 - b. Disagree

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Recordkeeping

Instructions and Sample Questions

We have prepared the following Record Keeping sample questions to help applicants prepare for the Field Services Representative II exam. In order to understand the concepts to be tested in this section, please familiarize yourself thoroughly with the following example of the *Field Service Order Form (Form C-127)*. Then familiarize yourself with the *Field Services Representative standard EBMUD abbreviations* on the following page. Use the information on both forms to answer the sample questions that follow. You will find that many of these sample questions will closely resemble the questions on the examination.



FIELD SERVICE ORDER

Customer Services Division

ACCOUNT NO. 1372975		BO NAB	ORDER TYPE Service Call	
BCC 9135	SD 2	CYCLE 9	FIELD DATE 6/24/20	PREPARED BY YSM

NAME Bob Cuny	
SERVICE ADDRESS 716 Redwood Road	CITY OAK

METER NUMBER 38519004	STATUS 3	SIZE 3/4	MULTI. Y
LOCATION 35' of Skyline Blvd			
Z-CODE 1 Right of Curb			

MAILING ADDRESS PO Box 713		
CITY Oakland	STATE CA	ZIP 94207
HOME PHONE 510-339-8019	DAYTIME PHONE 510-773-2567	

CALLER NAME Mr. Finch 510-549-7925	DATE OF CALL 6/23/20
---------------------------------------	-------------------------

PREVIOUS BALANCE	67	50
CURRENT BILL	73	19
DEPOSIT	125	00
CHARGE FROM		
OTHER		
OTHER		
OTHER		
OTHER		
TOTAL DUE	Field	

SPECIAL ARRANGEMENTS

COMMENTS:

6/17 T/Off PB ON 6/20

6/20 T/On

PAYMENT RECEIVED \$ 67.50

METER STATUS <input checked="" type="checkbox"/> TURNED ON <input type="checkbox"/> FOUND ON <input type="checkbox"/> TURNED OFF <input type="checkbox"/> FOUND OFF <input type="checkbox"/> LOCKED	NOTIFICATION <input type="checkbox"/> 24 HR NL <input type="checkbox"/> 48 HR NL <input type="checkbox"/> TNL <input type="checkbox"/> 24 HR SIG NL <input type="checkbox"/> SIG NL	PREMISE STATUS <input type="checkbox"/> VACANT <input checked="" type="checkbox"/> FURNISHED <input checked="" type="checkbox"/> OCCUPIED	CONTACT <input type="checkbox"/> NO RESPONSE <input type="checkbox"/> MRS <input checked="" type="checkbox"/> MR <input type="checkbox"/> NOA	PIN <input type="checkbox"/> OK <input checked="" type="checkbox"/> REG <input type="checkbox"/> OPL <input type="checkbox"/> REPAIR NEEDED	METER READING 32.15 DATE 6/14 TIME 9:20 INITIALS LDS
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INSTRUCTIONS

DATE	READING	CONS.	AMOUNT
6/5/20	713	16	\$67.50
6/14/20	760	21	\$70.09

OFFICE ACTION

Filed

CONTACT		ALLOWANCE	
LETTER DATE	DATE	AMOUNT	
PHONE DATE	TYPE	BY	

Field Services Representative

Recordkeeping

Standard EBMUD Abbreviations

NAB	=	New Administration Building
T/On	=	Turn On
T/Off	=	Turn Off
PB	=	Previous Balance
E	=	East
W	=	West
N	=	North
S	=	South

Recordkeeping

Instructions and Sample Questions

Instructions: Use the information on the two preceding pages to answer the following questions.

1. Water service has been turned off.
 - a. Agree
 - b. Disagree
2. The meter is located 35 feet east of Skyline Boulevard.
 - a. Agree
 - b. Disagree
3. Mr. Cuny's telephone number is 549-7925.
 - a. Agree
 - b. Disagree
4. The water meter is three fourths turned on.
 - a. Agree
 - b. Disagree
5. The premises are vacant.
 - a. Agree
 - b. Disagree
6. Mr. Finch's mailing address is P.O. Box 713, Oakland, CA 94207.
 - a. Agree
 - b. Disagree
7. The meter status is 2.
 - a. Agree
 - b. Disagree
8. The previous balance on the bill was paid June 17, 2020.
 - a. Agree
 - b. Disagree

9. The call date was June 23, 2020.

- a. Agree
- b. Disagree

Answer Key for Questions in Study Guide Booklet

Math Calculations		Understanding Plumbing and Water Conservation	
1	"a" (agree)	1	"a" (agree)
2	"a" (agree)	2	"a" (agree)
3	"a" (agree)	3	"b" (disagree)
4	"a" (agree)	4	"b" (disagree)
5	"a" (agree)	5	"a" (agree)
6	"b" (disagree)	Record Keeping	
7	"a" (agree)	1	"b" (disagree)
8	"a" (agree)	2	"a" (agree)
9	"a" (agree)	3	"b" (disagree)
10	"a" (agree)	4	"b" (disagree)
Interpreting Policies and Procedures		5	"b" (disagree)
1	"b" (disagree)	6	"b" (disagree)
2	"a" (agree)	7	"b" (disagree)
3	"a" (agree)	8	"b" (disagree)
4	"b" (disagree)	9	"a" (agree)