

**EAST BAY MUNICIPAL UTILITY DISTRICT
CUSTOMER SERVICES REPRESENTATIVE I
STUDY GUIDE
2026**

IMPORTANT

This study guide contains information that will help you prepare for the written test for Customer Services Representative I at the East Bay Municipal Utility District (EBMUD). The test will consist of multiple choice questions.

The core test will cover the following subject areas:

- Making Change
- Computing Deposits
- Arithmetic Calculations
- Checking Cash Records
- Reading and Comprehending Written Instructions
- Spelling
- English Usage
- Customer Service
- Interpersonal Relations

This study guide contains sample test questions covering: Checking for Errors, Alphabetical and Numerical Filing, Making Change, Computing Deposits, Arithmetic Calculations, Spelling, and English Usage. **Note that the sample test questions DO NOT cover all of the above subject areas.**

The **Checking Cash Records** section of the written test will test your ability to review data and check and balance cash records.

The **Reading and Comprehending Written Instructions** section of the written test will test your ability to read, understand and apply information regarding a procedure or procedures.

The **Customer Service** and **Interpersonal Relations** sections of the written test will test your ability to provide and apply effective customer service skills in different job-related situations.

Note that these sample test questions are illustrative only. Actual test questions will vary in difficulty and subject matter within each subject area. The correct answers for each sample test question are on page 12.

NOTE:

- DO NOT BRING COPIES OF THIS STUDY GUIDE WITH YOU TO THE WRITTEN TEST. You will not be allowed to use this study guide at the time of the written test.
- Candidates will be provided a calculator by EBMUD at the written test. Other personal items such as cell phones, PDA's and other electronic devices with calculating functions ARE NOT allowed for this test.

CHECKING FOR ERRORS

INSTRUCTIONS

The questions in this section contain information that should be compared to the information found on the MASTER sheet. Compare the name, account number and amount due found in sample questions S1 through S3 on the right hand page with the information found in columns A, B and C on the MASTER sheet (left hand page). If there is a **DIFFERENCE**, mark “a”, “b”, or “c” depending on where the difference is. If there is no difference, the answer is “d” for the item. If there is more than one difference, the answer is “e” for the item.

EXAMPLE:

MASTER

<u>COLUMN A</u> <u>Name</u>	<u>COLUMN B</u> <u>Account No.</u>	<u>COLUMN C</u> <u>Amount Due</u>
Chang, M.	5-2575-851	\$13.93
Clinton, W.	1-7653-0923	\$ 9.22
Langley, P.	6-564-7614	\$ 2.67

CHECKING FOR ERRORS (continued)

Sample Questions:

- S1. a. Chang, M.
 b. 5-2575-851
 c. \$13.93
 d. no difference
 e. more than one difference
- S2. a. Langley, D.
 b. 6-564-7641
 c. \$ 2.67
 d. no difference
 e. more than one difference
- S3. a. Clinton, W.
 b. 1-7653-0923
 c. \$ 9.23
 d. no difference
 e. more than one difference

ALPHABETICAL & NUMERICAL FILING

(ALPHABETICAL FILING)

READ THE FOLLOWING RULES FOR ALPHABETICAL FILING - TELEPHONE DIRECTORY METHOD

The order of filing names of individuals is: last name, given name or first initial, then middle name or initial, if any.

Individual name prefixes, such as De, O', Mac, and Mc are considered as part of the last name and filed in direct alphabetical order as written.

All abbreviations are filed as though spelled in full.

An initial is filed before a name beginning with the same letter as the initial.

EXAMPLES: In items S4 through S6 below, if the names were arranged in alphabetical order, which one of the five names would be placed third?

-
- S4. a. Richard Smith
 b. J. R. Smith
 c. Joseph R. Smith
 d. J. Ronald Smith
 e. Joseph Ronald Smith
- S5. a. Mary Douglas
 b. Marilyn Douland
 c. Maybelle Dourchand
 d. May Dong
 e. Marcy Douglass
- S6. a. Tricia Lovell
 b. Teresa Lowell
 c. Terence Lewell
 d. Trent Lewellen
 e. Tyrone Loveller

(NUMERICAL FILING)

If each of the following sets of numbers were arranged in numerical order, which one of the five numbers would be placed third?

- S7. a. 97842.5
 b. 7623.07
 c. 3274.19
 d. 83.7402
 e. 45043.6

- S8. a. 6623.994
 b. 0653.475
 c. 6045.926
 d. 0652.071
 e. 00609.72

- S9. a. 5.274072
 b. .5724207
 c. 7.542047
 d. 757.4702
 e. 5.274027

MAKING CHANGE

INSTRUCTIONS

Items S10 through S12 will test your ability to calculate totals and determine the correct change in situations involving money.

- S10. A customer gives you 2 - \$10 bills and one penny. Her bill is \$16.81. Her correct change will be:
- a. 4 pennies, 1 nickel, 1 dime, and 3 - \$1 bills
 - b. 4 pennies, 1 nickel, 1 dime, and 2 - \$1 bills
 - c. 2 nickels, 1 dime, and 3 - \$1 bills
 - d. 1 penny, 2 nickels, 1 dime, and 3 - \$1 bills
 - e. None of the above
- S11. A customer has two water bills to pay. One is for \$12.48 and the other is for \$16.23. He gives you a \$20 bill and a \$5 bill. He still owes what amount on his bill?
- a. \$3.17
 - b. \$3.71
 - c. \$2.01
 - d. \$8.71
 - e. None of the above
- S12. A customer has charges of \$1.63, \$5.81, \$4.38, \$2.73 and \$3.36 on her bill. She gives you a twenty dollar bill. What change should she receive?
- a. 2 - \$1 bills, 1 dime, 1 nickel, and 4 pennies
 - b. 2 - \$1 bills, 1 dime, and 2 nickels
 - c. 2 - \$1 bills, 1 nickel, and 4 pennies
 - d. 2 - \$1 bills, 1 quarter, 1 dime, 1 nickel, and 4 pennies
 - e. None of the above

COMPUTING DEPOSITS

INSTRUCTIONS

One of the assignments of a Customer Services Representative I is to advise customers of the amount of deposit required. In the following items, you are to compute the deposit amounts for the customers listed below. Base your answers solely on the following instructions:

You are to average the customer's last six bills, and for this sample test only, multiply that figure by 1.8. For each calculation, compute only two places to the right of the decimal point. **DO NOT ROUND.**

Example:

<u>Customer</u>	<u>Last 6 Bills</u>	<u>Deposit Amount</u>
S.E. James	\$29.39 15.00 26.31 48.50 18.01 29.86	a. \$50.12 b. \$50.21 c. \$51.11 d. \$50.11 e. none of the above

The answer is "d".

Average of Last 6 Bills: $167.07 \div 6 = \$27.84$
Deposit Amount: $27.84 \times 1.8 = \$50.11$

	<u>Customer</u>	<u>Last 6 Bills</u>	<u>Deposit Amount</u>
S13.	J. J. Jones	\$13.75 10.50 19.83 15.71 14.89 17.64	a. \$24.86 b. \$27.68 c. \$27.86 d. \$28.76 e. none of the above

COMPUTING DEPOSITS (continued)

S14.	L. A. Lawson	\$16.90	a.	\$34.90
		23.97	b.	\$36.63
		4.01	c.	\$39.40
		25.94	d.	\$39.90
		31.02	e.	none of the above
		29.52		
S15.	R. E. Arnold	\$61.04	a.	\$72.73
		33.18	b.	\$73.67
		42.70	c.	\$76.73
		51.99	d.	\$77.75
		29.33	e.	none of the above
		37.57		

ARITHMETIC CALCULATIONS

Customer Services Representative I's must be able to make accurate arithmetic calculations. The following items refer to typical calculations performed by Customer Services Representative I's in the course of their work.

The following two sample problems include several equations. One or more of the equations in EACH item may be incorrect.

If one equation is incorrect	=	Mark " a "
If two equations are incorrect	=	Mark " b "
If three equations are incorrect	=	Mark " c "
If four equations are incorrect	=	Mark " d "
If no equation is incorrect	=	Mark " e "

S16. $52 \times 8 = 416$; $118 + 63 = 171$; $29 - 8 = 21$; $98 \div 14 = 8$;
 $332 \times 6 = 1998$; $986 \times 9 = 8874$; $7455 - 696 = 6759$.

S17. $1724 + 839 = 2563$; $263.54 - 19.87 = 243.67$; $53 - 8 = 45$;
 $234 \div 18 = 13$; $130.40 \div 16.3 = 8$; $29 \times 37 = 1073$.

READING AND COMPREHENDING WRITTEN INSTRUCTIONS

The following information was taken from materials used by Customer Services Representative I's in the performance of their duties. You may prepare for this section of the written test by becoming familiar with the policies listed below. There is no need to memorize this information; a copy will be provided in the written test.

Deposit Policy

A Guarantee Deposit is collected to protect EBMUD from account losses due to unpaid water bills. It is refunded to the customer one year after s/he has regularly paid his/her account on time.

A Guarantee Deposit, based on 2½ times the average bill, is charged if the customer is in one or more of the following categories:

- Has not lived in EBMUD's service area for a minimum of two years.
- Has not been continuously employed for at least one year.
- Cannot provide other credit and personal reference if s/he is both new to the area and unemployed.
- Has had prior water service in which a closing bill is still due.

NOTE: A deposit is not charged in instances in which one party assumes responsibility for an account that is current (i.e., the death of a spouse or separation/divorce situation).

Account Fee Policy (establishment charge)

An Account Fee is an establishment fee for processing the new customer account, reading the meter, and clerical documentation. This is a non-refundable charge.

A \$10 Account Fee is charged if the customer is in one or more of the following categories:

- Having the water turned on in his/her name and requires the meter to be read to establish an opening reading.
- Transferring service from one address to another (the fee is charged on the opening bill).
- Putting his/her name on the account, but wants a closing bill sent to the previous responsible party (requiring a meter reading to establish the final bill).

NOTE: The Account Fee is not charged in instances of divorce, death of a spouse, or where no meter reading is required because the new party will be assuming responsibility for all previous charges.

SPELLING

INSTRUCTIONS

Each of the test items in this section will contain four words. Either ONE of the four words given is spelled incorrectly or ALL of the words are spelled correctly. You are to mark “a”, “b”, “c” or “d” depending on which word you believe is spelled incorrectly; **OR** mark “e” if you believe ALL four words are spelled correctly.

Mark “a”	=	If the word listed for “a” is spelled incorrectly
Mark “b”	=	If the word listed for “b” is spelled incorrectly
Mark “c”	=	If the word listed for “c” is spelled incorrectly
Mark “d”	=	If the word listed for “d” is spelled incorrectly
Mark “e”	=	If ALL of the words are spelled correctly

- S18. a. dissatisfied
b. superintendent
c. controlling
d. information
e. All the words are spelled correctly
-

ENGLISH USAGE

INSTRUCTIONS

For sample questions S19 through S21, each sentence contains in parentheses two words or expressions lettered “a” and “b”. Mark on your answer sheet the word or expression which is correct in grammar or good usage. If both are correct, mark “c” as your answer; or if both are incorrect, mark “d” on your answer sheet.

- S19. She was the engineer ^{“a”} (whose) ^{“b”} (who’s) report is being used as the model.

- S20. You can solve this problem as well as ^{“a”} (me) ^{“b”} (myself).

- S21. Your test is different ^{“a”} (from) ^{“b”} (than) mine.

ANSWERS TO SAMPLE TEST QUESTIONS

Checking for Errors

- S1. d
- S2. e
- S3. c

Alphabetical & Numerical Filing

(Alphabetical)

- S4. c
- S5. e
- S6. a

(Numerical)

- S7. b
- S8. b
- S9. a

Making Change

- S10. c
- S11. b
- S12. c

Computing Deposits

- S13. b
- S14. c
- S15. c

Arithmetic Calculations

- S16. c
- S17. e

Spelling

- S18. a

English Usage

- S19. a
- S20. b
- S21. a