



Study Guide for Field Service Representative 2 Test

Test Number: 2327

Human Resources
Performance Assessment Services
Southern California Edison
An Edison International Company

REV08312010

Introduction

The Field Service Representative 2 Test is a job knowledge test designed to cover the major knowledge areas necessary to perform the job. This Guide contains strategies to use for taking tests and a study outline, which includes knowledge categories, major job activities, and study references.

Test Session

It is important that you follow the directions of the Test Administrator exactly. If you have any questions about the testing session, be sure to ask the Test Administrator before the testing begins. During testing, you may **NOT** leave the room, talk, smoke, eat, or drink. Since some tests take several hours, you should consider these factors before the test begins.

All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.

All questions on this test are multiple-choice or hot spot questions. Multiple choice questions have four possible answers. Hot spot questions have a picture, and you must click the correct spot on the picture to answer the question. All knowledge tests will be taken on the computer. For more information on this, please see the next section of this study guide on *Computer Based Testing*.

The test has a three hour time limit. A basic calculator will be provided for you to use during the test.

You will NOT be able to bring or use your own calculator during testing.

You will receive a Test Comment form so that you can make comments about test questions. Write any comments you have and turn it in with your test when you are done.

Study Guide Feedback

At the end of this Guide you have been provided with a Study Guide Feedback page. If a procedure or policy has changed, making any part of this Guide incorrect, your feedback would be appreciated so that corrections can be made.

Computer Based Testing

Taking an SCE knowledge test on the computer is simple. You do not need any computer experience or typing skills. You will only use the keyboard to enter your candidate ID and password. You'll answer all questions by pressing a single button on the mouse.

Log in Screen

You will be seated at a testing station. When you are seated, the computer will prompt you to enter the candidate ID and password you received in your invitation e-mail. You **MUST** have your candidate ID and password or you will be unable to take the test. Once you have confirmed your identity by entering this information, you will see a list of tests available to you.

Sample/Tutorial

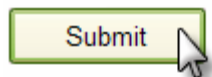
Before you start your actual test, a Sample/Tutorial Test is provided to help you become familiar with the computer and the mouse. From the list of exams that appear when you complete the log in, you will select Sample/Tutorial. You will have up to 10 minutes to take the Sample/Tutorial Test. The time you spend on this Sample Test does **NOT** count toward your examination time. Sample questions are included so that you may practice answering questions. In the Sample/Tutorial Test, you will get feedback on your answers. You will not receive feedback on your actual test.

Example

During the test, you may see several different types of items. Many of the questions will be multiple choice items. A few items will be pictures, where you'll have to click the spot on the picture that answers the question. Those picture questions are known as "Hot Spot" questions. More information on each type is below.

Overall Test Information

- When you begin the test, you can see the total time allowed for completion displayed at the top of the screen. You can scroll up to see that information at any time during the test.
- You can change your answers at any time during the test until the time runs out, or you click the "Submit" button. Once you click Submit, you can not change your answers.

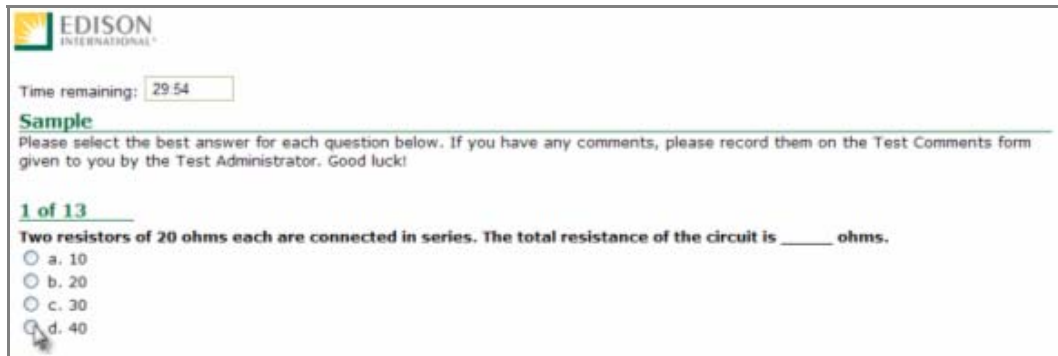


Multiple Choice Questions

To answer each multiple choice question, you should move the mouse pointer over the circle (radio button) next to the answer of your choice, and click the left mouse button.

A sample is shown below:

1. In order to answer each question, first read the question and determine the response that best answers the question. Put the mouse pointer directly over the circle corresponding to that response.



EDISON INTERNATIONAL

Time remaining: 29:54

Sample

Please select the best answer for each question below. If you have any comments, please record them on the Test Comments form given to you by the Test Administrator. Good luck!

1 of 13

Two resistors of 20 ohms each are connected in series. The total resistance of the circuit is _____ ohms.

a. 10

b. 20

c. 30

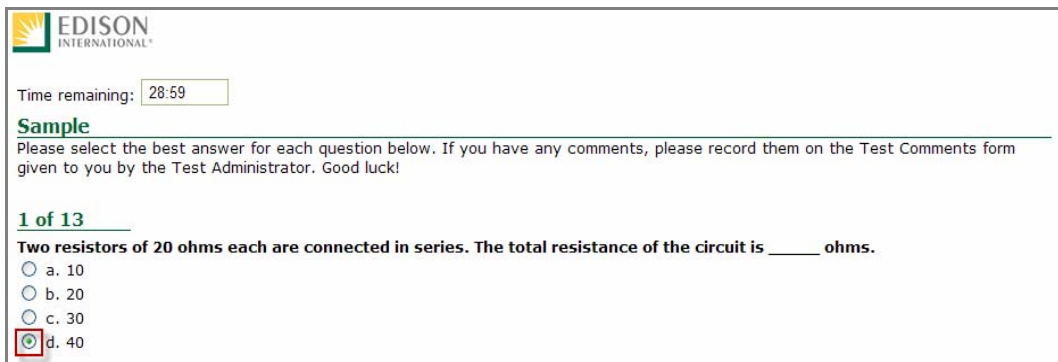
d. 40

2. While the pointer is over the circle corresponding to the best answer, click the left mouse button.



Click the left button when the pointer icon is over your answer choice.

3. The answer you selected should now have a green dot in the circle. If you need to select an alternate answer, simply move the pointer over that circle, and click again.



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Time remaining: 28:59

Sample

Please select the best answer for each question below. If you have any comments, please record them on the Test Comments form given to you by the Test Administrator. Good luck!

1 of 13

Two resistors of 20 ohms each are connected in series. The total resistance of the circuit is _____ ohms.

a. 10

b. 20

c. 30

d. 40

Hot Spot Questions

To answer each Hot Spot question, you should move the mouse pointer over the part of the image that best answers the question, and click the left mouse button. You will see a pointer appear in that spot. If you want to change your answer, simply move the mouse pointer to a new area on the picture and click again. The pointer will move to the new spot.

A sample is shown below:

1. In order to answer each question, first read the question and determine the place on the image that best answers the question. The pointer that will indicate your answer can always be seen in the bottom left of the image. It looks like this:



Put the mouse pointer directly over the spot on the image you want to select, and click the left mouse button.

1 of 8

On the screen below, where would you click to find out how much vacation time you have left?

About Me

Welcome to the "About Me" section

"About Me" has information about your benefits, programs that help you in your work and/or home life and more. Click on the links below to access the various areas.

Pointer starts out at the bottom left of the image.

About Me Map

	Overview An Overview of what's contained in this section of the Portal		Career & Jobs Find out about career information and opportunities at Edison International.
	Pay Find information about base pay, job descriptions, Results Sharing, and recognition awards here.		Time & Attendance Use this section to complete and submit your timesheet for approval, or to view your time-off balances and time


Place the mouse pointer on the spot you want to select, then click on the left button.

2. The pointer will move from the bottom left of the image and appear over the spot you selected.

1 of 8

On the screen below, where would you click to find out how much vacation time you have left?





About Me



Welcome to the "About Me" section

"About Me" has information about your benefits, programs that help you in your work and/or home life and more. Click on the links below to access the various areas.

About Me Map

 Overview An Overview of what's contained in this section of the Portal	 Career & Jobs Find out about career information and opportunities at Edison International.
 Pay Find information about base pay, job descriptions, Results Sharing, and recognition awards here.	 Time & Attendance Use this section to complete and submit your timesheet for approval, or to view your time-off balances and time

The pointer now appears over the correct answer.

3. To change your answer, simply move the mouse pointer to the new spot, and click again. The pointer graphic will move to the new spot you've selected. In order for your answer to be considered correct, the center of the pointer (•) must be over the correct spot on the graphic.

Test Taking Strategies

Introduction

The Field Service Representative 2 Test contains multiple-choice questions and may also contain hot spot questions. The purpose of this section is to help you to identify some special features of a multiple-choice test and to suggest techniques for you to use when taking one.

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

Technique	Remarks
<i>Be confident</i>	<ul style="list-style-type: none">- If you feel confident about passing the test, you may lose some of your anxiety.- Think of the test as a way of demonstrating how much you know, the skills you can apply, the problems you can solve, and your good judgment capabilities.
<i>Be punctual</i>	<ul style="list-style-type: none">- Arrive early enough to feel relaxed and comfortable before the test begins.
<i>Concentrate</i>	<ul style="list-style-type: none">- Try to block out all distractions and concentrate only on the test. You will not only finish faster but you will reduce your chances of making careless mistakes.- If possible, select a seat away from others who might be distracting.- If lighting in the room is poor, sit under a light fixture.- If the test room becomes noisy or there are other distractions or irregularities, mention them to the Test Administrator immediately.
<i>Budget your times</i>	<ul style="list-style-type: none">- Pace yourself carefully to ensure that you will have enough time to complete all items and review your answers.
<i>Read critically</i>	<ul style="list-style-type: none">- Read all directions and questions carefully.- Even though the first or second answer choice looks good, be sure to read all the choices before selecting your answer.
<i>Make educated guesses</i>	<ul style="list-style-type: none">- Make an educated guess if you do not know the answer or if you are unsure of it.

- Changing answers*
- If you need to change an answer, be sure to erase your previous answer completely. On the computer, be sure that the new answer is selected instead of the old one.
- Return to difficult questions*
- If particular questions seem difficult to understand, make a note of them, continue with the test and return to them later.
- Double-check math calculations*
- Use scratch paper to double check your mathematical calculations.
- Review*
- If time permits, review your answers.
 - Do the questions you skipped previously.
 - Make sure each answer bubble is completely filled in. Erase any stray marks on your answer sheet. When testing on the computer, make sure each multiple choice question has a green dot next to the correct answer.

Remember the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.

Job Knowledge Categories and Study References

Below are the major job knowledge areas (topics) covered on the Field Service Representative 2 Test and the associated study references. Listed next to each knowledge category is the number of items on the exam that will measure that topic. You can use this information to guide your studying. Some exams also contain additional pretest items. Pretest items will appear just like all of the other items on your exam, but they will not affect your score. They are an essential part of ensuring the Field Service Representative 2 Test remains relevant to successful performance of the job.

There are a total of 113 items on the Field Service Representative 2 Test and the passing score is 70%.

A. Electrical Theory (26 items)

Knowledge of AC and DC theory, Ohm's law, wiring and circuit diagrams, and service voltages. Knowledge of electrical terminology, equipment/apparatus and test equipment. Basic knowledge of fuel and electrical consumption as it relates to customer's usage.

References for Electrical Theory:

- ✓ The following sections from the Field Service Representative's Policy and Procedures Manual: Turn-Ons; Turn-Offs; Trouble Orders; Billing Inquiries; Load Checks; Service Investigations; and Energy Diversion; Meter Sets/Removals; "A" Base Change Out; and other meter type change outs.

B. Metering (31 items)

Knowledge of the basic types of meters and metering equipment used by Edison, including detection of energy diversion. Ability to read meters.

References for Metering:

- ✓ The following sections from the Field Service Representative's Policy and Procedures Manual: Turn-Ons; Turn-Offs; Trouble Orders; Billing Inquiries; Load Checks; Service Investigations; and Energy Diversion; Meter Sets/Removals; "A" Base Change Out; and other meter type change outs.

C. Basic Arithmetic (7 items)

Knowledge of arithmetic operations in calculating Company rate schedules, customer delinquent bills, and reinstating electrical power.

References for Basic Arithmetic:

- ✓ The following sections from the Field Service Representative's Policy and Procedures Manual: Billing Inquiries, Load Checks; and Collections.

D. Rules and Rates (19 items)

Basic knowledge of the application of Edison tariff rules and rate schedules, including special conditions/allocations and customer notices. Knowledge of tariff rules pertaining to: Description of Services, Application for Services, Establishment and Re-Establishment of Credit, Deposits, Notices, Rendering and Payment of Bills, Disputed Bills, Discontinuance and Restoration of Services; and Adjustment of Bills and Meter Tests.

References for Rules and Rates:

- ✓ The following sections from the Field Service Representative's Policy and Procedures Manual: Turn-Ons; Turn-Offs; Trouble Orders; Billing Inquiries; Load Checks; Service Investigations; and Energy Diversion; and Meter Sets/Removals.
- ✓ Edison Tariff Rules and Rate Schedules (Rate Book)

E. Safety Policies and Procedures (30 items)

Knowledge of Edison safety policies as safe work practices including load checking, energy diversion program, and specialized inter-company programs, such as conservation/load management. Basic knowledge of Edison's interface with outside agencies such as the Public Utilities Commission.

References for Safety Policies and Procedures:

- ✓ The following sections from the Field Service Representative's Policy and Procedures Manual: Safety; Turn-Ons; Turn-Offs; Trouble Orders; Billing Inquiries; Load Checks; Service Investigations; and Energy Diversion; Meter Sets/Removals; "A" Base Change Out; other meter type change outs.
- ✓ Accident Prevention Manual

Major Job Activities Covered on the Field Service Representative 2 Test

1. Turn On/Off

Using appropriate steps and methods in turning service on or off.

2. Trouble Orders

Making initial investigations on trouble calls; determining whether problems are with SCE or customer equipment.

3. Billing Inquiry/Load Checks

Using corporate policies and customer relations techniques in responding to customer inquiries regarding their bills; performing related calculations; completing related paperwork.

4. Service Investigation/Energy Diversion

Physically inspecting SCE meters and related equipment at customer premises for service irregularities or energy diversion.

5. Meter Sets/Removals/Change Outs and Meters/Metering

Setting and removing A-base, single phase, and 3-phase meters, including connections and connection devices, in compliance with safety requirements; understanding the different metering devices.

6. Credit

Using appropriate procedures and methods in completing field credit activities.

Sample Questions

All questions on the test are multiple-choice with four possible answers. Your answers to the questions are indicated by filling in a circle on an answer sheet. For your answers to be read accurately by the scanner, you must fill in the circles completely and erase completely any answer you wish to change.

Below are a few examples of some types of questions you will find on the test.

1. Rule Number _____ governs the basis we use to adjust customers' bills when deemed necessary following a Billing Inquiry or a Service Investigation.
 - a. 1
 - b. 6
 - c. 7
 - d. 17

2. A C-143 refers to a:
 - a. meter order.
 - b. meter test.
 - c. final call.
 - d. notice to apply for service.

3. If a customer can not establish credit through the credit scoring system, he/she will be billed a deposit according to Rule:
 - a. 1
 - b. 6
 - c. 7
 - d. 11

4. You are in the field working on a billing inquiry. The customer wants you to compute the current daily average load. The read at noon yesterday was 4298. the rad today at 4:00 p.m. is 4382. Based on these reads, what is the customer's daily average load?
 - a. 42
 - b. 72
 - c. 84
 - d. 144

5. _____ Meters can be used for single or three phase 120/480.
- a. A-Base
 - b. Residential Socket
 - c. Multi-Ranging Voltage
 - d. Demand
6. The _____ on the meter panel is used to indicate the service voltage.
- a. Blue Metallic Sticker
 - b. Green Seal
 - c. Red Tag
 - d. CSD-262
7. If the meter face plate is missing, the service personnel should first _____.
- a. contact supervision
 - b. notify SSID
 - c. pie-plate the meter
 - d. call dispatcher

Answers to the above questions are on the next page.

Answers to Sample Test Questions

1. d (reference: FSR Policy & Procedures Manual, Rules)
2. d (reference: FSR Policy & Procedures Manual, Credit)
3. c (reference: FSR Policy & Procedures Manual, Credit, Rules)
4. b (reference: FSR Policy & Procedures Manual, Billing Inquiry)
5. c (reference: FSR Policy & Procedures Manual, Meters/Metering)
6. a (reference: FSR Policy & Procedures Manual, Meters/Metering)
7. a (reference: FSR Policy & Procedures Manual, Meters/Metering)

Study Guide Feedback

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

Southern California Edison
Human Resources - Performance Assessment Services
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8631 Rush St.
Rosemead, CA 91770

Test Name: 2327 Field Services Representative 2

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