

MANATEE COUNTY GOVERNMENT AGENDA MEMORANDUM

SUBJECT	REFUND CHECK TO MR. WARD H. ENGELHARD	TYPE AGENDA ITEM	CONSENT
DATE REQUESTED	JANUARY 23, 2001	DATE SUBMITTED/REVISED	JANUARY 10, 2001
BRIEFINGS/WHO?	NONE	CONSEQUENCES IF DEFERRED	DELAYED PAYMENT TO CUSTOMER
DEPARTMENT/DIVISION	PUBLIC WORKS/CUSTOMER SERVICE <i>CR</i>	AUTHORIZED BY TITLE	DAVE ROTHFUSS, INTERIM PUBLIC WORKS DIRECTOR <i>[Signature]</i>
CONTACT PERSON TELEPHONE/EXTENSION	CAROL RENDON/GWEN PAGINGTON 5414/5428	PRESENTER TITLE TELEPHONE/EXTENSION	CAROL RENDON CUSTOMER SERVICE MANAGER EXT. 5414

ADMINISTRATIVE APPROVAL: *[Signature]*

ACTION DESIRED

INDICATE WHETHER "REPORT" OR "DISCUSSION," "FORM OF MOTION" OR "OTHER ACTION REQUIRED."

AUTHORIZATION TO REFUND \$197.28, MINUS ANY CURRENT BILLINGS, TO WARD H. ENGELHARD, ACCOUNT #68964-69018; SERVICE ADDRESS: 11945 71ST STREET EAST, PARRISH 34219; DUE TO OVERPAYMENT.

ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.)

Water/Sewer Resolution R-99-113

BACKGROUND/DISCUSSION

SEE PAGE 2

HAS COUNTY ATTORNEY REVIEW BEEN REQUESTED? Indicate "NO" or "YES" @ right. (If "NO," proceed to 1) below, and if "YES," proceed to 2) below) NO

1) IF "NO" TO ABOVE:

A) PLEASE EXPLAIN BELOW: (see also following section (B) re: contract, agreement, lease, etc.)

LEGAL ASSISTANCE NOT REQUIRED AS REQUEST IS IN COMPLIANCE WITH THE WATER/SEWER RESOLUTION AND SEWER ORDINANCE.

B) IF A CONTRACT, AGREEMENT, LEASE OR OTHER DOCUMENT WAS PREVIOUSLY APPROVED, STATE YEAR OF LAST USE @ RIGHT.

2) IF "YES" TO FIRST QUESTION IN THIS SECTION:

A) HAS ENTIRE MATTER, OR ONLY A PORTION, BEEN REVIEWED? IF ONLY A PORTION, WHICH PORTION?

BOARD OF COUNTY COMMISSIONERS

MANATEE COUNTY, FLORIDA

B) HAVE ALL COMMENTS/SUGGESTIONS RAISED BY COUNTY ATTORNEY BEEN ADDRESSED/INCORPORATED? IF NOT, PLEASE EXPLAIN. A COPY OF FINAL COUNTY ATTORNEY'S MEMO RE THIS MATTER MUST BE ATTACHED (If comments were verbal, so indicate)

ATTACHMENTS (List in order as attached)

1. LEDGER CARD HISTORY
2. TRANSMITTAL

INSTRUCTIONS TO BOARD RECORDS:

SEND STAMPED COPY TO CAROL RENDON, PUBLIC WORKS, 66TH STREET WEST

COST	\$197.28	SOURCE (ACCT# & NAME)	401-0000000-115000 WATER RECEIVABLES
COMMENTS	N/A	AMT/FREQ. OF RECURRING COSTS (ATTACH FISCAL IMPACT STATEMENT)	NONE

DISCUSSION/BACKGROUND (Continued)

- **12/21/00 - A \$213.78 payment was posted to the Ward H. Engelhard's account. The payment created a \$205.53 credit balance.**
- **12/28/00 - The account bill \$8.25 for solid waste, leaving a credit balance of \$197.28.**
- **01/04/01 - Mrs. Ward received her December bill and noted the credit. Mrs. Ward called and stated that she had made the payment amount in error. This amount was for another bill. She requested a refund as this is a solid waste only account and will take two years to absorb the credit.**
- **Staff is requesting a \$197.28 refund, minus any current billings, to Ward H. Engelhard, Mailing Address: 11945 71st Street East, Parrish Fl. 34219-8600.**
- **Refunds on active accounts or cash refunds in excess of \$500 require approval by the Board of County Commissioners.**



MANATEE COUNTY GOVERNMENT Public Works Department

TRANSMITTAL REQUEST FORM

DATE: January 4, 2001

TO: Carol Rendon

FROM: CHRISTINE LOVE

RE: Account #: 68964-69018 Customer Name: Ward H. Engelhard

Service Address: 11945 71st St E

Telephone #: _____

Field Check Needed (Service screen attached)
\$15.00 charge YES NO

Misc. change needed
(rev-units-rate-class-etc.)

Please research
\$15.00 an hour charge to customer

Please file

Please handle

Please contact customer

Financial adjustment needed

New account turn on charge
Credit Debit

Clean on or off charge
Credit Debit

Final bill charges
Credit Debit

Credit/Debit landlord/tenant

Credit/Debit new owner

Back billing needed

ADDITIONAL COMMENTS: Customer would like to have credit balance of \$197.28. Payment received on 12/21/00 was made in error by customer. She meant to send only 8.25 and sent amount from another bill of hers.

Thanks, Clove

ACTION TAKEN: _____

REPLY REQUESTED: YES NO

68964 ENGELHARD, WARD H. Status Active
 69018 11945 71ST ST E

Date	Trans Date	Code	Description	Debit Amt	Credit
28-DEC-2000	28-DEC-2000	GBR2	Solid Waste	8.25	-197.28
29-DEC-2000	21-DEC-2000	N/A	Payment TCHK	213.78	-205.53
30-NOV-2000	29-NOV-2000	GBR2	Solid Waste	8.25	8.25
27-OCT-2000	25-OCT-2000	GBR2	Solid Waste	0.00	0.00
27-OCT-2000	10-OCT-2000	N/A	Payment LBOX	11.99	0.00
27-SEP-2000	26-SEP-2000	GBR1	Solid Waste	11.99	11.99
27-SEP-2000	06-SEP-2000	N/A	Payment LBOX	11.99	0.00
28-AUG-2000	24-AUG-2000	GBR1	Solid Waste	11.99	11.99
28-AUG-2000	10-AUG-2000	N/A	Payment LBOX	11.39	0.00
31-JUL-2000	30-JUL-2000	GBR1	Solid Waste	11.99	11.39

Beginning Balance as of 02-01-00 0.00

11/24/01

cc: C. Rendon
11/24/01
CR