

MANATEE COUNTY GOVERNMENT AGENDA MEMORANDUM

SUBJECT	Service Fee Waivers	TYPE AGENDA ITEM	Consent
DATE REQUESTED	March 27, 2001	DATE SUBMITTED/REVISED	March 16, 2001
BRIEFINGS?/WHO?	N/A	CONSEQUENCES IF DEFERRED	Service fee wrongly assessed to utility customers
DEPARTMENT/DIVISION	Financial Management Department Utilities Customer Service	AUTHORIZED BY TITLE	Jim Seuffert, Director <i>JS for JS</i> Financial Management Department
CONTACT PERSON TELEPHONE/EXTENSION	Dinorah DiFonzo/ ^{N/A} Dan Schlandt Ext. 5409/3732	PRESENTER/TITLE TELEPHONE/EXTENSION	Jim Seuffert, Director Financial Management Department
ADMINISTRATIVE APPROVAL			

ACTION DESIRED

INDICATE WHETHER ¹REPORT or ²DISCUSSION, ³FORM OF MOTION, or ⁴OTHER ACTION REQUIRED:

Authorization to waive service fees assessed to various utility customers for returned bank items.

ENABLING/REGULATING AUTHORITY

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

Resolution R-01-24 established rates, fees and charges for potable water, reclaimed water and wastewater services to the Manatee County Public Works Department.

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 1B) re: contract, agreement, lease, etc.:

County Attorney review not required. Procedure is adequately covered by R-97-135.

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?

N/A

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

N/A

APPROVED IN OPEN SESSION

MAR 27 2001

**BOARD OF COUNTY COMMISSIONERS
MANATEE COUNTY, FLORIDA**

ATTACHMENTS: (List in order as attached)

1. Copy of each return item summary from various banks.

INSTRUCTIONS TO BOARD RECORDS:

Copy to Dinorah DiFonzo, Accounts Control Manager,
Financial Management Department, Utilities Customer Services

COST \$ 120.00

SOURCE (ACCT# & NAME)

4010000000-369000
4800000000-369000
Miscellaneous Revenue

COMMENTS None

**AMT./FREQ. OF RECURRING COSTS
(ATTACH FISCAL IMPACT STATEMENT)**

N/A

BACKGROUND/DISCUSSION (Continued):

- The Utilities Customer Service Division of Financial Management has received bank notices from various banking institutions notifying the Department of returned items from utility customers.
- A returned item notification letter was mailed to each utility customer requesting cash replacement for the returned item and a payment requirement of a service fee based on the face value of the returned item.
- Upon receiving the notification letter, the utility customers contacted the Department. Staff researched each account individually.
- Based on the outcome of the research or customer inquiry from staff, the department made the determination as to whether the request for a fee waiver was in the best interest of Manatee County.
- The following utility customers have returned items which the Utilities Customer Service Division of Financial Management Department has determined that it is in the best interest of Manatee County not to assess the service fee as required by Resolution R-01-24. The Department requests the waiver of service fees as follows:

Andrew Waldon	Acct. #52171-52020	\$30.00
Betty Johnson	Acct. #11078-11135	\$25.00
Richard McNally	Acct. #6982-6934	\$25.00
Kwikie Title Loan	Acct.#9340-104473	\$40.00

3/28/01 copy of agenda memo to D. DeToro, FMD
ml

NPB3030 BANK OF AMERICA, N.A.
 P.O. BOX 27025
 RICHMOND VA 23261-7025

ACH RETURN ACTIVITY SUMMARY

THIS STATEMENT DETAILS RETURN ACTIVITY THAT RELATES TO ACH TRANSACTIONS THAT WERE ORIGINATED ON YOUR BEHALF.

FEB 21 2001

MANATEE COUNTY BOCC UTILITY
 DEPOSIT ACCOUNT
 ATTN: SUE KIMMEL
 4410 66TH ST W
 BRADENTON FL 34210

STATEMENT DATE: 02/14/2001 0200
 ODFI: 063100277 PRT GRP: FLO
 PT: MCBUTILI1 CA: MCBUTILI1
 ACCOUNT NO.: 0095034854
 PAGE: 1

III. ITEMS RETURNED:

THIS SECTION LISTS RETURN ITEMS PROCESSED TODAY. THEY WILL BE REFLECTED IN SETTLEMENT ON: 02/14/2001

FILE NBR	BATCH	EFFECTIVE DATE	COMPANY NAME	ENTRY DESCRIPTION	
20010400155	0001	01-02-09	MANATEE COUNTY	UTIL PAYMT	
TC	TR/ RETURN PAR	ACCOUNT NUMBER/ ORIGINAL PAR	INDIVIDUAL NAME/ ID	RETURN REASON	AMOUNT
27	044000804	0041170213053	ANDREW WALDRON		79.90
	20010456813042	20010403933066	00052171 52020 R04	INVALID ACCOUNT NUMBER	
TOTAL NUMBER OF CREDITS:			0 CREDIT AMOUNT:		.00
DEBITS:			1 DEBIT AMOUNT:		79.90

Handwritten: 10-1-11-11-11

BANK OF AMERICA
RETURN ITEMS DEPT FL1-008-01-14
P. O. BOX 31590
TAMPA, FL 33631-3590

C
PAGE 1 OF 1

CUSTOMER SERVICE: 1-800-299-2265
CENTER: 0002532
BANK: 00075
DIVIDER: 0 0689

DATE OF NOTICE: 01-12-2001

MANATEE COUNTY
FL4-281-01-01
PALMETO BRANCH



DEPOSIT ACCOUNT: 9-503-4595
CHARGE ACCOUNT: 9-503-4854

STORE/REFERENCE: 000000111

RETURNED DEPOSITED ITEM NOTICE

WE HAVE CHARGED YOUR ACCOUNT WITH THE RETURNED DEPOSITED ITEM(S) LISTED BELOW.
FEES FOR ANALYZED ACCOUNTS ARE ITEMIZED ON THE ACCOUNT ANALYSIS STATEMENT.

NUMBER OF RETURNED ITEMS: 1
AMOUNT OF RETURNED ITEM(S): 42.78

SEQUENCE/ DEP DATE	ABA NUMBER/ DEP AMOUNT	MAKER NAME/ CHECK DATE	RETURN REASON/ I.D.	AMOUNT
9240583942 01082001	2631-8281 50,615.60	Betty J Johnson	STOP PAYMENT	42.7

NPB3030 BANK OF AMERICA, N.A.
P.O. BOX 27025
RICHMOND VA 23261-7025

JAN 30 2001

ACH RETURN ACTIVITY SUMMARY

THIS STATEMENT DETAILS RETURN ACTIVITY THAT RELATES TO ACH TRANSACTIONS THAT WERE ORIGINATED ON YOUR BEHALF.

MANATEE COUNTY BOCC UTILITY
DEPOSIT ACCOUNT
ATTN: SUE KIMMEL
4410 66TH ST W
BRADENTON FL 34210

STATEMENT DATE: 01/23/2001 1930
ODFI: 063100277 PRT GRP: FLO
PT: MCBUTILI1 CA: MCBUTILI1
ACCOUNT NO.: 0095034854
PAGE: 1

III. ITEMS RETURNED:

THIS SECTION LISTS RETURN ITEMS PROCESSED TODAY. THEY WILL BE REFLECTED IN SETTLEMENT ON: 01/24/2001

FILE NBR	BATCH	EFFECTIVE DATE	COMPANY NAME	ENTRY DESCRIPTION	
20010220531	0001	01-01-22	MANATEE COUNTY	UTIL PAYMT	
TC	TR/ RETURN PAR	ACCOUNT NUMBER/ ORIGINAL PAR	INDIVIDUAL NAME/ ID	RETURN REASON	AMOUNT
27	242272324 20010231889045	3454005450 20010220883969	RICHARD MCNALLY 00006982 6934	R02 ACCOUNT CLOSED	34.78
TOTAL NUMBER OF CREDITS:			0 CREDIT AMOUNT:		.00
DEBITS:			1 DEBIT AMOUNT:		34.78

ENTERED

JAN 31 2001

KJH

*into 1-26-01
already
over*

401

BANK OF AMERICA
RETURN ITEMS DEPT FL1-008-01-14
P. O. BOX 31590
TAMPA, FL 33631-3590

C
PAGE . 1 OF 1

CUSTOMER SERVICE: 1-800-299-2265
CENTER: 0002532
BANK: 00075
DIVIDER: 0 0680

DATE OF NOTICE: 11-17-2000

MANATEE COUNTY
FL4-281-01-01
PALMETO BRANCH



DEPOSIT ACCOUNT: 9-503-4595
CHARGE ACCOUNT: 9-503-4854

STORE/REFERENCE: 000000111

RETURNED DEPOSITED ITEM NOTICE

WE HAVE CHARGED YOUR ACCOUNT WITH THE RETURNED DEPOSITED ITEM(S) LISTED BELOW.
FEES FOR ANALYZED ACCOUNTS ARE ITEMIZED ON THE ACCOUNT ANALYSIS STATEMENT.

NUMBER OF RETURNED ITEMS: 2
AMOUNT OF RETURNED ITEM(S): 409.63

SEQUENCE/ DEP DATE	ABA NUMBER/ DEP AMOUNT	MAKER NAME/ CHECK DATE	RETURN REASON/ I.D.	AMOUNT
8240475809 11132000	2631-7766 46,307.35	<i>Betty Mitchell</i>	UNABLE TO LOCATE	94.6
8240475780 11132000	2631-8535 46,307.35	<i>Frank Littlejohn</i>	STOP PAYMENT	315.0