

MEMORANDUM



Emailed M. Humphrey 7/30/13

Utilities Department
Business Operations
4410 66th Street West
Bradenton, FL 34210

MANATEE COUNTY
FLORIDA

Phone: 941.792.8811
Fax: 941.795.3437
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To: Vicki Tessmer, Board Records

Thru: Maxine Humphrey, Billing/Collections Manager
Utilities Department (ext. 4966)

From: Tangermaria Lang, Customer Service Rep II
Utilities Department (ext. 5339)

Date: July 8, 2013

Subject: Place Customer #215525-23169 Consent Calendar

met 7/9/13
7/8/13

Please place account #215525-23169 on the Clerk's consent calendar for a refund/fee waiver for \$862.15.

Background/Discussion:

On June 18, 2013, the customer stated she moved out of the property on April 1, 2013, and this information was verified by the property manager. The account final billed for a total of \$87.30 and the deposits (\$73.08 + \$600.00) and interest (\$.06 + \$.47) applied to the account leaving credit balance of \$586.31. On June 25, 2013, a credit adjustment was processed for \$275.84 to reflect the billing period of April 1, 2013 through June 19, 2013, leaving a credit on the account of \$862.15.

We are requesting a refund of \$862.15 to correct this billing error. To protect the privacy of our customers, names and addresses are not included in this request.

UCS/tl

Instructions to Board Records:
Copy to Maxine Humphrey, Manager – Accounting/Billing/Collections

APPROVED IN OPEN SESSION

JUN 30 2013

BOARD OF COUNTY COMMISSIONERS
MANATEE COUNTY, FLORIDA

General **Payment History** Adjustment Detail

Customer: Master Bill Number:
 Premises: Status:
 View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	25-JUN-2013	N/A	Adjustment GBCD	-28.83	-862.15
	25-JUN-2013	N/A	Adjustment WTCD	-11.20	-833.32
	25-JUN-2013	N/A	Adjustment SWCD	-31.24	-822.12
	25-JUN-2013	N/A	Adjustment WTCD	-3.23	-790.88
	25-JUN-2013	N/A	Adjustment WTCD	-10.77	-787.65
	25-JUN-2013	N/A	Adjustment SWCD	-44.86	-776.88
	25-JUN-2013	N/A	Adjustment WTCD	-16.97	-732.02
	25-JUN-2013	N/A	Adjustment GBCD	-35.80	-715.05
	25-JUN-2013	N/A	Adjustment WTCD	-10.77	-679.25
	25-JUN-2013	N/A	Adjustment SWCD	-43.59	-668.48
	25-JUN-2013	N/A	Adjustment WTCD	-16.39	-624.89

Beginning Balance as of 14-DEC-2011

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