

January 10, 2017 - Regular Meeting
Agenda Item #27

Approved in Open Session 1/10/17,
Manatee County
Board of County Commissioners

Subject

Service Fee Waivers

Briefings

None

Contact and/or Presenter Information

Colleen Harris, Utilities Department (ext 5309)

Heather Dilldine, Utilities Financial Services Manager (ext 4966)

Action Requested

Authorization to waive a total of \$650.00 in service fees that were assessed to utility customer accounts for returned bank items.

Enabling/Regulating Authority

Resolution R-97-041 adopting a standard service fee for dishonored checks offered in payment to Manatee County.

Background Discussion

The Utilities Department received several returned item notifications from Bank of America for utility customers.

A letter was mailed to each utility customer requesting a cash replacement for the returned item along with payment of the returned item service fee which is based on the face value of the returned check.

Based on the information presented by the customer, the Utilities Department is hereby requesting authorization to waive the returned item service fees for the utility customers included on the attached list.

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

Instructions to Board Records

Copy to:

Colleen Harris, Accounts Control Supervisor,
colleen.harris@mymanatee.org

Carmen Camarda, Customer Service Rep II, Utilities Department
carmen.camarda@mymanatee.org

Distributed 1/11/17, RT

Cost and Funds Source Account Number and Name

\$650.00 Total / 4010000000-369000 Miscellaneous Revenue

Amount and Frequency of Recurring Costs

N/A

Attachment: [List of Utility Customers.pdf](#)

Attachment: [Resolution R-97-041.pdf](#)

The Utilities Department received several returned item notifications from Bank of America for utility customers.

A letter was mailed to each utility customer requesting a cash replacement for the returned item along with payment of the returned item service fee which is based on the face value of the returned check.

Based on the information presented by the customer, the Utilities Department is hereby requesting authorization to waive the returned item service fees for the utility customers included on the attached list:

1. Account Number 242201-112246 \$30.00

On October 18, 2016, a bank draft for \$66.43 was posted to the CIS system. On October 19, 2016, the payment was returned to us "*return per ofac*". The item was returned to us because the customer's bank account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

2. Account Number 184087-112848 \$30.00

On October 20, 2016, a bank draft for \$44.58 was posted to the CIS system. On October 24, 2016, the payment was returned to us "*account closed*". The item was returned to us because the customer's bank account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

3. Account Number 44031-43880 \$25.00

On October 14, 2016, a bank draft for \$45.25 was posted to the CIS system. On October 18, 2016, the payment was returned to us "*payment stopped*". The item was returned to us because a stop payment was placed on the check prior to the payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

4. Account Number 100755-99940 \$25.00

On October 13, 2016, an on-line payment for \$44.83 was posted to the CIS system. On October 14, 2016, the payment was returned to us "*closed account*". The item was returned to us due to banking information was not updated prior to payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

5. Account Number 15580-15649 \$25.00

On October 27, 2016, a bank draft for \$27.91 was posted to the CIS system. On October 28, 2016, the payment was returned to us "account closed". The item was returned to us because the customer's bank account was closed due to fraudulent activity prior to the payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

6. Account Number 273333-28352 \$25.00

On October 21, 2016, an on-line payment for \$38.85 was posted to the CIS system. On October 25, 2016, the payment was returned to us "*closed account*". The item was returned to us due to banking information was not entered correctly prior to the payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

7. Account Number 13912-13977 \$30.00

On October 28, 2016, a bank draft for \$58.10 was posted to the CIS system. On October 31, 2016, the payment was returned to us "*insufficient funds*". The item was returned to us because the customer's bank account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

8. Account Number 10601-10663 \$30.00

On October 28, 2016, a bank draft payment for \$61.48 was posted to the CIS system. On November 1, 2016, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

9. Account Number 17399-17468 \$25.00

On October 25, 2016, a bank draft payment for \$35.30 was posted to the CIS system. On October 27, 2016, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

10. Account Number 48057-101176 \$30.00

On November 15, 2016, a bank draft for \$62.83 was posted to the CIS system. On November 17, 2016, the payment was returned to us "*account frozen return per ofac*". The item was returned to us because the customer's bank account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

11. Account Number 198444-3683 \$30.00

On November 29, 2016, a bank draft for \$81.09 was posted to the CIS system. On November 29, 2016, the payment was returned to us "*non transaction account*". The item was returned to us due to banking information was not entered correctly prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

12. Account Number 60928-60743 \$30.00

On November 22, 2016, a bank draft for \$54.05 was posted to the CIS system. On November 23, 2016, the payment was returned to us "*account closed*". The item was returned to us because the customer's bank account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

13. Account Number 246928-113328 \$30.00

On November 21, 2016, an on-line payment for \$56.75 was posted to the CIS system. On November 25, 2016, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

14. Account Number 55383-55125 \$30.00

On November 16, 2016, a payment for \$54.05 was posted to the CIS system. On November 17, 2016, the payment was returned to us "*closed account*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

15. Account Number 74074-74114 \$60.00

On November 29, 2016, an on-line payment for \$60.26 was posted twice to the CIS system. On December 5, 2016, and December 6, 2016 the payment was returned to us "*customer advises not authorized*". The item was returned to us due to banking information was not updated prior to the payment process. We are requesting the \$60.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

16. Account Number 246405-3208 \$25.00

On November 29, 2016, a bank draft for \$6.92 was posted to the CIS system. On November 30, 2016, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

17. Account Number 266604-26108 \$25.00

On December 5, 2016, an on-line payment for \$44.58 was posted to the CIS system. On December 8, 2016, the payment was returned to us "*insufficient funds*". The item was returned to us because the customer made payment without funds available. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

18. Account Number 269711-105272 \$30.00

On November 30, 2016, a payment for \$75.00 was posted to the CIS system. On December 1, 2016, the payment was returned to us "*stop payment*". The item was returned to us because a stop payment was placed on the check prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

19. Account Number 215317-42371 \$25.00

On October 28, 2016, a payment for \$14.33 was posted to the CIS system. On November 2, 2016, the payment was returned to us "*insufficient funds*". The item was returned to us because the customer made payment without funds available. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

20. Account Number 242273-142637 \$30.00

On November 15, 2016, a for \$54.72 was posted to the CIS system. On November 17, 2016, the payment was returned to us "*insufficient funds*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

21. Account Number 76602-76654

\$30.00

On November 24, 2016, a bank draft for \$100.93 was posted to the CIS system. On November 28, 2016, the payment was returned to us "insufficient funds". The item was returned to us because the customer's bank account was closed due to fraudulent activity prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

22. Account Number 151484-75474

\$30.00

On December 12, 2016, an on-line payment for \$123.69 was posted to the CIS system. On December 15, 2016, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

RESOLUTION R-97-041

A RESOLUTION OF THE MANATEE COUNTY BOARD OF COUNTY COMMISSIONERS
AND MANATEE COUNTY CIVIC CENTER AUTHORITY, OF MANATEE COUNTY, FLORIDA,
ADOPTING A STANDARD SERVICE FEE FOR DISHONORED CHECKS
OFFERED IN PAYMENT TO MANATEE COUNTY, AND
AMENDING THE MANATEE COUNTY CODE

WHEREAS, Section 125.0105, Florida Statutes, authorizes the County to adopt a service fee not to exceed the service fees authorized under Section 832.08(5) or 5 percent of the face amount of checks, drafts, and orders, whichever is greater, for the collection of such instruments for the payment of money to the County; and

WHEREAS, the adoption of a uniform service fee for dishonored checks offered in payment to Manatee County is in the best interest of the citizens of Manatee County, Florida.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS
AND THE CIVIC CENTER AUTHORITY OF MANATEE COUNTY, FLORIDA, that:

1. A service fee of an amount not to exceed \$25, if the face value does not exceed \$50, \$30 if the face value exceeds \$50 but does not exceed \$300, \$40 if the face value exceeds \$300 or five percent (5%) of the face amount of the check, draft or order, whichever is greater, shall be charged for collection of a dishonored check, draft, or order for the payment of money to Manatee County. The service fee shall be in addition to all other remedies and penalties provided by law. Proceeds from this fee shall be retained by Manatee County.
2. Manatee County Resolution R-91-237 is hereby rescinded in its entirety, and Section 3-12-24.13 of the Manatee County Code shall be amended as set forth herein
3. This resolution shall take effect immediately upon its adoption.

ADOPTED with a quorum present and voting this 10 day of March, 1997.

BOARD OF COUNTY COMMISSIONERS
MANATEE COUNTY, FLORIDA

By: Patricia M. Glass
Chairman

ATTEST: R. B. SHORE
Clerk of Circuit Court
and Comptroller

By: [Signature]

RECEIVED
MAR 25 1997
ACCOUNTING DEPT