

# MEMORANDUM

APPROVED In Open Session  
Manatee County Board of County Commissioners

3/7/17



To: Vicki Tessmer, Board Records  
From: Tina Smith, Team Supervisor, Utilities Customer Service  
Date: February 14, 2017  
Through: Gwen Detone, Business Services Manager, Utilities Department  
Subject: Place Customer # 76881-76950 on the Clerk Consent Calendar

A handwritten signature or set of initials, possibly "G.D.", enclosed in a circle.

Please place account # 76881-76950 on the Clerk's consent calendar for a refund of \$968.58.

## Background/Discussion:

This customer had unusually high consumption during the time frame of May 26 thru June 29, 2016. Documentation was submitted to Utilities Customer Service Billing Section to be reviewed by the billing supervisor, and an adjustment was completed on the water and sewer portion of the bill according to policy. The customer is requesting a refund of the credit balance.

Utilities Customer Service is requesting a refund of \$978.58 minus future billing charges/credit adjustments on this account. To protect the privacy of our customers, names and addresses are not included in this request.

## Instructions to Board Records:

**Copy to:** Gwen Detone, Business Services Manager, Utilities Department  
Dana Catlett, Assistant Manager, Customer Service, Utilities Department  
Colleen Harris-Dibble, Supervisor, Account Control, Utilities Department  
Tan Lang, Customer Service Representative, Collections, Utilities Department  
Tina Smith, Team Supervisor, Customer Service, Utilities Department

Utilities  
Administration  
4410 66<sup>th</sup> Street West, Bradenton, FL 34210  
Phone number: (941) 792-8811

LARRY BUSTLE \* CHARLES B. SMITH \* JOHN R. CHAPPIE \* ROBIN DISABATINO \* VANESSA BAUGH \* CAROL WHITMORE \* BETSY BENAC

District 1

District 2

District 3

District 4

District 5

District 6

District 7

Customer: 76881 GLASGOW, LOYD H. Master Bill Number:   
 Premises: 76950 401 GULF DR S Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
02-FEB-2017	01-FEB-2017	N/A	Bradenton Beach Utility Tax	.87	-968.58
02-FEB-2017	01-FEB-2017	SRES	Sewer Usage	20.84	-969.45
02-FEB-2017	01-FEB-2017	WRES	Water Usage	8.73	-990.29
04-JAN-2017	01-JAN-2017	N/A	Bradenton Beach Utility Tax	.87	-999.02
04-JAN-2017	01-JAN-2017	SRES	Sewer Usage	20.84	-999.89
04-JAN-2017	01-JAN-2017	WRES	Water Usage	8.73	-1020.73
02-DEC-2016	01-DEC-2016	N/A	Bradenton Beach Utility Tax	.87	-1029.46
02-DEC-2016	01-DEC-2016	SRES	Sewer Usage	20.84	-1030.33
02-DEC-2016	01-DEC-2016	WRES	Water Usage	8.73	-1051.17
02-NOV-2016	01-NOV-2016	N/A	Bradenton Beach Utility Tax	.87	-1059.90
02-NOV-2016	01-NOV-2016	SRES	Sewer Usage	20.84	-1060.77
02-NOV-2016	01-NOV-2016	WRES	Water Usage	8.73	-1081.61
04-OCT-2016	01-OCT-2016	N/A	Bradenton Beach Utility Tax	.87	-1090.34
04-OCT-2016	01-OCT-2016	SRES	Sewer Usage	20.84	-1091.21
04-OCT-2016	01-OCT-2016	WRES	Water Usage	8.73	-1112.05
04-OCT-2016	28-SEP-2016	N/A	Adjustment BTXD	-77.84	-1120.78
04-OCT-2016	28-SEP-2016	N/A	Adjustment WTCD	-778.40	-1042.94
04-OCT-2016	28-SEP-2016	N/A	Adjustment BTXD	-24.05	-264.54
04-OCT-2016	28-SEP-2016	N/A	Adjustment WTCD	-240.49	-240.49
04-OCT-2016	15-SEP-2016	N/A	Payment LBSC	30.44	0.00
02-SEP-2016	01-SEP-2016	N/A	Bradenton Beach Utility Tax	.87	30.44
02-SEP-2016	01-SEP-2016	SRES	Sewer Usage	20.84	29.57

# Collection Department

MANATEE COUNTY GOVERNMENT  
Utilities Customer Service  
**TRANSMITTAL REQUEST FORM**

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CY 02      DATE: 2/14/17

SERVICE ADDRESS: 401 GULF DR S

Credit Acct #: 76881-76950

Name: LOYD H. GLASGOW

Debit Acct #:

Name:

From:

Reason: RECEIVED CUSTOMERS REQUEST THROUGH PROPERTY MGMT COMPANY TO REFUND THE CREDIT BALANCE OF \$ 968.58 / THE CREDIT WAS CREATED DUE TO A LEAK ADJUSTMENT MADE BY THE BILLING DEPARTMENT / THE ACCOUNT IS ACTIVE AT THIS TIME AND WILL BILL OUT AGAIN AROUND MARCH 2ND ( CY 2 )

Requested by: JO KINLEY

NFF

FIELD

- US<sup>A</sup> Fence Company
- US<sup>A</sup> Cars & Trucks
- US<sup>A</sup> Access Control
- A US<sup>A</sup> Vinyl
- US<sup>A</sup> Land Company
- Great Tree Apartments
- US<sup>A</sup> Real Estate
- US<sup>A</sup> Dumpsters

To Whom it May Concern:

I would like to request a refund in the amount of 968.58. Our account 76881-76950 currently has a credit in this amount.

Please contact me with any questions you may have.

Karen Silva

Great Tree Apartments  
USA Fence Company  
1209 44<sup>th</sup> Ave E  
Bradenton, FL 34203

A/P Department  
941-756-8727 Ext 124

State Certified Builders & Roofing Contractors CCC# 014577 / CRC #016172

Florida Locations:	<input type="checkbox"/> Bradenton	(941) 756-8727	Fax (941) 753-2109	1209 44th Avenue E	34203-3629
	<input type="checkbox"/> Tampa	(813) 677-4411	Fax (813) 671-3211	2001 N 40th Street	33605-4547
	<input type="checkbox"/> Englewood	(941) 697-3345	Fax (941) 697-7715	2880 Placida Road	34224-5539
	<input type="checkbox"/> St. Petersburg	(727) 323-4364	Fax (727) 321-8187	1142 34th Street S	33711-2228
	<input type="checkbox"/> Vinyl	(941) 750-9300	Fax (941) 750-9325	1209 44th Avenue E	34203-3629

MANATEE COUNTY UTILITIES DEPARTMENT  
 P.O. BOX 25350  
 BRADENTON, FL 34206-5350  
 PHONE 813-741-1627  
 WWW.MANATEECOUNTYFLA.GOV

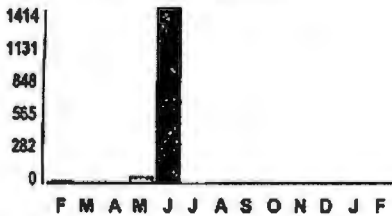
ACCOUNT NUMBER: 76881-76950  
 LOYD H. GLASGOW  
 401 GULF DR S

BILLING DATE: 02-FEB-2017  
 DUE DATE: 23-FEB-2017

IF ALL PAYMENTS WILL BE ASSESSED IF PAYMENT IS NOT RECEIVED BY THE DUE DATE.

FROM DATE	TO DATE	DAYS		PREVIOUS READING	PRESENT READING	USAGE X 100 = GAL.	AMOUNT
			Previous Balance:				-999.02
			Payments Received:				0.00
			Balance Forward:				-999.02
12/28	01/27	30	Wtr Res. Individual Water Usage	0	0		
			Cost Of Basic Service				8.73
			Bradenton Beach Utility Tax				0.87
			Swr Res. Individual Sewer Usage				
			Cost Of Basic Service				20.84
			<b>Total New Charges</b>				<b>30.44</b>
<b>Total Amount Due:</b>							<b>\$-968.58</b>

RES IND WATER HISTORY  
 Hundreds of Gallons



#427

Dispose of your unused meds at the permanent Rx drug disposal sites at the Manatee County Sheriff's Office and your local Police Dept. Do your part for a safe community and a clean environment! Learn more: [www.drugfreemanatee.org](http://www.drugfreemanatee.org)

DO NOT PAY

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

MC-1250-12



MANATEE COUNTY UTILITIES DEPARTMENT  
 P.O. BOX 25010  
 BRADENTON, FLORIDA 34206-5010

SERVICE ADDRESS	401 GULF DR S
ACCOUNT NUMBER	76881-76950
BILLING DATE	02-FEB-2017
DUE DATE	23-FEB-2017
TOTAL AMOUNT NOW DUE:	\$-968.58

CHANGE OF MAILING ADDRESS  
 (Check Box And See Reverse Side)

AMOUNT PAID → DO NOT PAY

ADDRESSEE: MAKE CHECKS PAYABLE TO MCUD

1451 1 AB 0.400 13-6



LOYD H. GLASGOW  
 1209 44TH AVE E  
 BRADENTON, FL 34203-3629



MANATEE COUNTY UTILITIES DEPARTMENT  
 PO BOX 25350  
 BRADENTON FL 34206-5350