

Manatee County Government Administrative Center  
Commission Chambers, First Floor  
9:00 a.m. - March 7, 2017

March 7, 2017 - Regular Meeting  
Agenda Item #54

3/7/17

Subject  
Service Fee Waivers

APPROVED In Open Session  
Manatee County Board of County Commissioners

Briefings  
None

Contact and/or Presenter Information

Heather Dilldine, Utilities Financial Services Manager (ext. 4966)

Colleen Harris, Utilities Department (ext. 5309)

Action Requested

Authorization to waive a total of \$285.00 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    **emailed 3/15/17 vt**

Colleen Harris, Accounts Control Supervisor

[colleen.harris@mymanatee.org](mailto:colleen.harris@mymanatee.org)

Carmen Camarda, Customer Service Rep II, Utilities Department

[carmen.camarda@mymanatee.org](mailto:carmen.camarda@mymanatee.org)

Cost and Funds Source Account Number and Name

\$285.00 Total / 4010000000-369000 Miscellaneous Revenue

Amount and Frequency of Recurring Costs

N/A

Attachment: [List of Utility Accounts.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 257382-133665 \$30.00**

On December 5, 2016, an on-line payment for \$99.75 was posted to the CIS system. On December 8, 2016, the payment was returned to us "account frozen". 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.

**2. Account Number 270370-26428 \$30.00**

On December 13, 2016, an on-line payment for \$105.48 was posted to the CIS system. On December 15, 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.

**3. Account Number 14541-14605 \$25.00**

On December 28, 2016, a bank draft for \$43.90 was posted to the CIS system. On December 30, 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 \$25.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident

**4. Account Number 154787-122272 \$25.00**

On December 28, 2016, a bank draft for \$40.08 was posted to the CIS system. On December 29, 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 \$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 63170-63037 \$30.00**

On December 21, 2016, a bank draft for \$75.00 was posted to the CIS system. On December 22, 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 customer should be penalized for this incident.

**6. Account Number 208739-119187 \$30.00**

On January 13, 2017, a bank draft for \$107.76 was posted to the CIS system. On January 18, 2017 the payment was returned to us "account closed". 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.

**7. Account Number 26475-26494**

**\$30.00**

On January 9, 2017, a payment for \$83.38 was posted to the CIS system. On January 12, 2017, the payment was returned to us "*insufficient funds*". The item was returned to us because the customer's bank account was compromised 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 estate should be penalized for this incident.

**8. Account Number 222967-4090**

**\$25.00**

On November 28, 2016, a payment for \$29.53 was posted to the CIS system. On November 28, 2016 the payment was returned to us "*insufficient funds*". 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.

**9. Account Number 36377-35821**

**\$30.00**

On February 8, 2017, a bank draft for \$139.37 was posted to the CIS system. On February 13, 2017, 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 \$30.00 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 232451-60363**

**\$30.00**

On February 6, 2017, a payment for \$60.00 was posted to the CIS system. On February 9, 2017 the payment was returned to us "*closed account*". The item was returned to us due to banking information was not updated by bank 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.



General

Payment History

Adjustment Detail

Customer: 257382

Master Bill Number:

Premises: 133665

Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
20-DEC-2016	16-DEC-2016	N/A	Payment PYWB	99.75	130.39
20-DEC-2016	15-DEC-2016	GBR2	Curbside Solid Waste	14.33	230.14
20-DEC-2016	15-DEC-2016	SRES	Sewer Usage	55.72	215.81
20-DEC-2016	15-DEC-2016	WRES	Water Usage	25.34	160.09
20-DEC-2016	13-DEC-2016	N/A	Late Payment Fee	5.00	134.75
20-DEC-2016	08-DEC-2016	N/A	Returned Item Service Fee	30.00	129.75
20-DEC-2016	08-DEC-2016	N/A	Payment Reversal	-99.75	99.75
20-DEC-2016	05-DEC-2016	N/A	Payment PYWB	99.75	0.00
18-NOV-2016	14-NOV-2016	GBR2	Curbside Solid Waste	14.33	99.75
18-NOV-2016	14-NOV-2016	SRES	Sewer Usage	58.51	85.42
18-NOV-2016	14-NOV-2016	WRES	Water Usage	26.91	26.91

Beginning Balance as of 21-DEC-2015 .00

- Sum Detail...
- EnergyLink...
- CB Appl.
- Item Detail...
- Bill Detail...

CR03420 DIRECT  
SITE: VA

BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT

PAGE 1  
DATE/TIME:12/08/16 23:40:00  
\*\* CONFIDENTIAL \*\*

RTN: [REDACTED] ACCT #: 000000 [REDACTED]

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: REMOTEPAY SEC: TEL EFF DATE: 12/06/16 CO DISC DATA:  
POINT: PECOM1 APPL: MCGUCSER1 TYPE:  
RETURN REASON CODE: R03 NO ACCT/CANNOT LOCATE RETURN POST DATE: 12/08/16

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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[REDACTED]

TOTALS FOR R03 # DEBITS: 3 DEBIT AMOUNT: 865.43 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R16 ACCT FRZN/RET PER OFAC RETURN POST DATE: 12/08/16

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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12/06/16 MCG-00001124596 [REDACTED] 99.75 [REDACTED] [REDACTED]

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 99.75 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	4	0	965.18	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00



General

Payment History

Adjustment Detail

Customer: 270370 [Redacted]

Master Bill Number: [Empty]

Premises: 26428 [Redacted]

Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
13-JAN-2017	11-JAN-2017	GBR3	Curbside Solid Waste	14.33	104.84
13-JAN-2017	11-JAN-2017	SRES	Sewer Usage	61.76	90.51
13-JAN-2017	11-JAN-2017	WRES	Water Usage	28.75	28.75
13-JAN-2017	04-JAN-2017	N/A	Payment PYWB	142.76	0.00
13-JAN-2017	20-DEC-2016	N/A	Payment PYWB	100.48	142.76
13-JAN-2017	15-DEC-2016	N/A	Returned Item Service Fee	30.00	243.24
13-JAN-2017	15-DEC-2016	N/A	Payment Reversal	-105.48	213.24
13-DEC-2016	13-DEC-2016	N/A	Payment PYWB	105.48	107.76
13-DEC-2016	08-DEC-2016	GBR3	Curbside Solid Waste	14.33	213.24
13-DEC-2016	08-DEC-2016	SRES	Sewer Usage	63.62	198.91
13-DEC-2016	08-DEC-2016	WRES	Water Usage	29.81	135.29

Beginning Balance as of 15-JUN-2016 [Empty] .00

- Sum Detail...
- EnergyLink...
- CB Appl..
- Item Detail...
- Bill Detail ..

CR03420 DIRECT  
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BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT

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DATE/TIME:12/15/16 23:42:00  
\*\* CONFIDENTIAL \*\*

RTN: [REDACTED] ACCT #: 00000 [REDACTED]

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: REMOTEPAY SEC: WEB EFF DATE: 12/14/16 CO DISC DATA:  
POINT: PECOM1 APPL: MCGUCSER1 TYPE:  
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 12/15/16

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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12/14/16	MCG-00001133280	[REDACTED]	105.48	[REDACTED]		[REDACTED]	[REDACTED]
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TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 105.48 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R03 NO ACCT/CANNOT LOCATE RETURN POST DATE: 12/15/16

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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TOTALS FOR R03 # DEBITS: 2 DEBIT AMOUNT: 402.00 # CREDITS: 0 CREDIT AMOUNT: 0.00

NOTIFICATION OF CHANGE REASON CODE: C01 INCORRECT ACCT NO RETURN POST DATE: 12/15/16

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	INVALID INFORMATION	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
TR	ACCOUNT	VALID INFORMATION				

12/14/16	MCG-00001133280	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
		10050006136945	[REDACTED]		[REDACTED]	[REDACTED]

TOTALS FOR C01 # DEBITS: 1 DEBIT AMOUNT: 0.00 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0	507.48	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	1	0	0.00	0	0	0.00



General

Payment History

Adjustment Detail

Customer: 14541 [Redacted]

Master Bill Number: [Empty]

Premises: 14605 [Redacted]

Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	09-JAN-2017	N/A	Payment PRVC	70.25	0.00
05-JAN-2017	03-JAN-2017	GBR2	Curbside Solid Waste	14.33	70.25
05-JAN-2017	03-JAN-2017	SRES	Sewer Usage	21.77	55.92
05-JAN-2017	03-JAN-2017	WRES	Water Usage	9.15	34.15
05-JAN-2017	30-DEC-2016	N/A	Returned Item Service Fee	25.00	25.00
05-JAN-2017	30-DEC-2016	N/A	Payment Reversal	-43.90	0.00
05-JAN-2017	28-DEC-2016	N/A	Payment DRFT	43.90	-43.90
05-JAN-2017	07-DEC-2016	N/A	Payment PRVC	43.90	0.00
05-DEC-2016	01-DEC-2016	GBR2	Curbside Solid Waste	14.33	43.90
05-DEC-2016	01-DEC-2016	SRES	Sewer Usage	20.84	29.57
05-DEC-2016	01-DEC-2016	WRES	Water Usage	8.73	8.73

Beginning Balance as of 04-MAY-2005 37.42

- Sum Detail...
- EnergyLink...
- CB Appl..
- Item Detail...
- Bill Detail..

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BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT

PAGE 1  
DATE/TIME:12/30/16 23:46:00  
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RTN: [REDACTED] ACCT #: 0000000 [REDACTED]

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 12/28/16 CO DISC DATA:  
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:  
RETURN REASON CODE: R02 ACCOUNT CLOSED

RETURN POST DATE: 12/30/16

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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12/28/16 00014541 14605 [REDACTED] 43.90 [REDACTED] [REDACTED]  
[REDACTED]

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 43.90 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	43.90	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00



General

Payment History

Adjustment Detail

Customer: 154787  ROGERS, JULIAN A. Master Bill Number:   
 Premises: 122272  1233 FOUNTAIN PALM CR Status: Inactive

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	30-JAN-2017	N/A	Payment PYVC	40.08	25.00
20-JAN-2017	29-DEC-2016	N/A	Returned Item Service Fee	25.00	65.08
20-JAN-2017	29-DEC-2016	N/A	Payment Reversal	-40.08	40.08
20-JAN-2017	28-DEC-2016	N/A	Payment DRFT	40.08	0.00
19-DEC-2016	09-DEC-2016	N/A	Payment DRFT	43.90	40.08
05-DEC-2016	05-DEC-2016	GBR2	Curbside Solid Waste	12.42	83.98
05-DEC-2016	05-DEC-2016	SRES	Sewer Usage	19.46	71.56
05-DEC-2016	05-DEC-2016	WRES	Water Usage	8.20	52.10
17-NOV-2016	11-NOV-2016	N/A	Payment DRFT	43.90	43.90
17-NOV-2016	10-NOV-2016	GBR2	Curbside Solid Waste	14.33	87.80
17-NOV-2016	10-NOV-2016	SRES	Sewer Usage	20.84	73.47

Beginning Balance as of 23-MAY-2005  .00

CR03420 DIRECT  
SITE: VA

BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT

PAGE 1  
DATE/TIME: 12/29/16 23:43:00  
\*\* CONFIDENTIAL \*\*

RTN [REDACTED] ACCT #: 00000000 [REDACTED]

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 12/28/16 CO DISC DATA:  
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:  
RETURN REASON CODE: R01 INSUFFICIENT FUNDS

RETURN POST DATE: 12/29/16

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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[REDACTED]

TOTALS FOR R01 # DEBITS: 2 DEBIT AMOUNT: 224.13 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R08 PAYMENT STOPPED

RETURN POST DATE: 12/29/16

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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12/28/16 00154787 122272 [REDACTED] 40.08 [REDACTED] [REDACTED]

TOTALS FOR R08 # DEBITS: 1 DEBIT AMOUNT: 40.08 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R16 ACCT FRZN/RET PER OFAC

RETURN POST DATE: 12/29/16

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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[REDACTED]

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 32.96 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	4	0	297.17	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00

\*\*\* END OF REPORT \*\*\*



General

Payment History

Adjustment Detail

Customer: 63170 [Redacted]

Master Bill Number: [Empty]

Premises: 63037 [Redacted] 1105 46TH AVE E

Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
30-JAN-2017	25-JAN-2017	GBR1	Curbside Solid Waste	14.33	49.99
30-JAN-2017	25-JAN-2017	SRES	Sewer Usage	25.03	35.66
30-JAN-2017	25-JAN-2017	WRES	Water Usage	10.63	10.63
30-JAN-2017	09-JAN-2017	N/A	Payment PYWB	178.24	0.00
29-DEC-2016	28-DEC-2016	N/A	Late Payment Fee	5.00	178.24
29-DEC-2016	22-DEC-2016	GBR1	Curbside Solid Waste	14.33	173.24
29-DEC-2016	22-DEC-2016	SRES	Sewer Usage	37.58	158.91
29-DEC-2016	22-DEC-2016	WRES	Water Usage	16.33	121.33
29-DEC-2016	22-DEC-2016	N/A	Returned Item Service Fee	30.00	105.00
29-DEC-2016	22-DEC-2016	N/A	Payment Reversal	-75.00	75.00
29-DEC-2016	21-DEC-2016	N/A	Payment DRFT	75.00	0.00

Beginning Balance as of 30-AUG-2004 41.80

- Sum Detail...
- EnergyLink...
- CB Appl..
- Item Detail...
- Bill Detail...

CR03420 DIRECT  
SITE: VA

BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT

PAGE 1  
DATE/TIME:12/22/16 23:53:00  
\*\* CONFIDENTIAL \*\*

RTN: [REDACTED] ACCT #: 00000 [REDACTED]

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 12/21/16 CO DISC DATA:  
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:  
RETURN REASON CODE: R16 ACCT FRZN/RET PER OFAC

RETURN POST DATE: 12/22/16

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
12/21/16	00063170	63037 [REDACTED]	75.00	[REDACTED]		[REDACTED]	[REDACTED]

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 75.00 # CREDITS: 0 CREDIT AMOUNT: 0.00

NOTIFICATION OF CHANGE REASON CODE: C01 INCORRECT ACCT NO RETURN POST DATE: 12/22/16

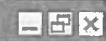
ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	INVALID INFORMATION	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
TR	ACCOUNT		VALID INFORMATION			

TOTALS FOR C01 # DEBITS: 1 DEBIT AMOUNT: 0.00 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	75.00	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	1	0	0.00	0	0	0.00

\*\*\* END OF REPORT \*\*\*



General

Payment History

Adjustment Detail

Customer: 208739 JOSEPH, GREGORY

Master Bill Number:

Premises: 119187

Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
25-JAN-2017	24-JAN-2017	N/A	Payment PRVC	107.76	112.03
25-JAN-2017	21-JAN-2017	GBR2	Curbside Solid Waste	14.33	219.79
25-JAN-2017	21-JAN-2017	SRES	Sewer Usage	43.63	205.46
25-JAN-2017	21-JAN-2017	WRES	Water Usage	19.07	161.83
25-JAN-2017	20-JAN-2017	N/A	Late Payment Fee	5.00	142.76
25-JAN-2017	18-JAN-2017	N/A	Returned Item Service Fee	30.00	137.76
25-JAN-2017	18-JAN-2017	N/A	Payment Reversal	-107.76	107.76
25-JAN-2017	13-JAN-2017	N/A	Payment DRFT	107.76	0.00
22-DEC-2016	20-DEC-2016	GBR2	Curbside Solid Waste	14.33	107.76
22-DEC-2016	20-DEC-2016	SRES	Sewer Usage	63.62	93.43
22-DEC-2016	20-DEC-2016	WRES	Water Usage	29.81	29.81

Beginning Balance as of 23-MAR-2011 .00

- [Sum Detail...](#)
- [EnergyLink...](#)
- [CB Appl..](#)
- [Item Detail...](#)
- [Bill Detail...](#)

CR03420 DIRECT  
SITE: VA

BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT

PAGE 1  
DATE/TIME:01/18/17 23:54:00  
\*\* CONFIDENTIAL \*\*

RTN [REDACTED] ACCT #: 00 [REDACTED]

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 01/13/17 CO DISC DATA: UTILITIES BILLING  
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:  
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 01/18/17

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
-----

[REDACTED]

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 194.46 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 01/18/17

-----  
ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
-----

01/13/17 00208739 119187 [REDACTED] 107.76 [REDACTED] [REDACTED]  
[REDACTED]

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 107.76 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	--DEBITS--			--CREDITS--		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0	302.22	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00

\*\*\* END OF REPORT \*\*\*





General

Payment History

Adjustment Detail

Customer: 26475

Master Bill Number:

Premises: 26494

Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	01-FEB-2017	N/A	Payment WCDT	165.00	183.99
	12-JAN-2017	N/A	Returned Item Service Fee	30.00	348.99
	12-JAN-2017	N/A	Payment Reversal	-83.38	318.99
13-JAN-2017	11-JAN-2017	GBR3	Curbside Solid Waste	14.33	235.61
13-JAN-2017	11-JAN-2017	SRES	Sewer Usage	67.34	221.28
13-JAN-2017	11-JAN-2017	WRES	Water Usage	36.91	153.94
13-JAN-2017	09-JAN-2017	N/A	Payment LBSC	83.38	117.03
13-JAN-2017	05-JAN-2017	N/A	Late Payment Fee	5.00	200.41
13-DEC-2016	08-DEC-2016	GBR3	Curbside Solid Waste	14.33	195.41
13-DEC-2016	08-DEC-2016	SRES	Sewer Usage	63.16	181.08
13-DEC-2016	08-DEC-2016	WRES	Water Usage	29.54	117.92

Beginning Balance as of 18-APR-2005 35.46

- [Sum Detail...](#)
- [EnergyLink...](#)
- [CB Appl...](#)
- [Item Detail...](#)
- [Bill Detail...](#)

BANK OF AMERICA, N.A.  
CENTRAL RETURN ITEMS

Page 001 of [REDACTED] H  
Bank : [REDACTED] DESK #17  
Center : [REDACTED]  
Divider: [REDACTED]  
Code [REDACTED]

Deposit account:xxxxxxxx4935  
Charge account :xxxxxxxx4854  
Store/Reference:00000000000999

\*\*\*\*\*HOLD MAIL\*\*\*\*\*  
SEND TO BANKING CENTER  
FL4-248-01-01 DOWNTOWN BRADENTON  
RETURN ITEMS FOR MANATEE CTY BOARD  
\*\*\*\*\*

Date of Notice: 01-12-2017

Dear Valued Customer:

We're writing to notify you that the item or items listed below, which were deposited into your account have been returned unpaid. As a result, we've deducted them from your account. Fees for analyzed accounts are itemized on the account analysis statement.

Number of returned items: 1  
Amount of returned item(s): 83.38

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
[REDACTED] 1/9/2017	[REDACTED]	[REDACTED]	Not Sufficient Funds	83.38

If you have any questions or need additional information, please contact one of our Customer Service Representatives at 1.888.400.9009. We appreciate your business and look forward to serving you in the future.

Sincerely,  
Returns & Exceptions

2-1-17



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
	28-NOV-2016	N/A	Returned Item Service Fee	25.00	54.57
	28-NOV-2016	N/A	Payment Reversal	-29.53	29.57
	28-NOV-2016	N/A	Payment LBDT	29.53	.04
	28-NOV-2016	N/A	Payment Reversal	-29.57	29.57
08-DEC-2016	03-DEC-2016	SRES	Sewer Usage	20.84	0.00
08-DEC-2016	03-DEC-2016	WRES	Water Usage	8.73	-20.84
08-DEC-2016	30-NOV-2016	N/A	Payment LBDT	29.57	-29.57
08-DEC-2016	30-NOV-2016	N/A	Payment LBDT	37.96	0.00
07-NOV-2016	07-NOV-2016	N/A	Payment LBDT	29.57	37.96
07-NOV-2016	02-NOV-2016	N/A	Late Payment Fee	5.00	67.53
07-NOV-2016	01-NOV-2016	SRES	Sewer Usage	23.17	62.53

Beginning Balance as of 11-JUN-2012

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- 
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BANK OF AMERICA  
ADVICE OF DEBIT

AMOUNT: \$ 44.53  
ACCOUNT NUMBER: \*\*\*\*\*  
FGN ITEM(S) RETURNED DUE TO N. S. F.  
MAKER: FEE \$15.00 EA  
RATE 1.00.

[REDACTED] KZ641900130  
REFERENCE #

DATE: 11/28/16

MANATEE CTY BOARD OF CO COMM  
UTILITY DEPOSIT ACCOUNT  
1115 MANATEE AVE W  
BRADENTON FL 34205-7803

167805

CO NO: 0017  
DEPT NO: 1006190

Reversal - 29.57

LED NOV 27 2016



General

Payment History

Adjustment Detail

Customer: 36377 [redacted]

Master Bill Number: [ ]

Premises: 35821 [redacted]

Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	13-FEB-2017	N/A	Returned Item Service Fee	30.00	148.31
	13-FEB-2017	N/A	Payment Reversal	-139.37	118.31
13-FEB-2017	10-FEB-2017	GBR2	Curbside Solid Waste	14.33	-21.06
13-FEB-2017	10-FEB-2017	SRES	Sewer Usage	67.34	-35.39
13-FEB-2017	10-FEB-2017	WRES	Water Usage	36.64	-102.73
13-FEB-2017	08-FEB-2017	N/A	Payment DRFT	139.37	-139.37
13-FEB-2017	01-FEB-2017	N/A	Payment RPPM	139.37	0.00
17-JAN-2017	12-JAN-2017	GBR2	Curbside Solid Waste	14.33	139.37
17-JAN-2017	12-JAN-2017	SRES	Sewer Usage	67.34	125.04
17-JAN-2017	12-JAN-2017	WRES	Water Usage	57.70	57.70
17-JAN-2017	05-JAN-2017	N/A	Payment DRFT	150.75	0.00

Beginning Balance as of 15-FEB-2005 77.95

Sum Detail...

EnergyLink...

CB Appl...

Item Detail...

Bill Detail...

CR03420 DIRECT  
SITE: VA

BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT  
RTN: 063100277 ACCT #: 0000000095034854

PAGE 1  
DATE/TIME: 02/13/17 23:40:00  
\*\* CONFIDENTIAL \*\*

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 02/08/17 CO DISC DATA: UTILITIES BILLING  
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:  
RETURN REASON CODE: R10 CUST ADVISES NOT AUTH RETURN POST DATE: 02/13/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
02/08/17	00036377	35821 [REDACTED]	139.37	[REDACTED]		[REDACTED]	[REDACTED]

TOTALS FOR R10 # DEBITS: 1 DEBIT AMOUNT: 139.37 # CREDITS: 0 CREDIT AMOUNT: 0.00

NOTIFICATION OF CHANGE REASON CODE: C01 INCORRECT ACCT NO RETURN POST DATE: 02/13/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	INVALID INFORMATION	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
TR	ACCOUNT		VALID INFORMATION			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]

TOTALS FOR C01 # DEBITS: 1 DEBIT AMOUNT: 0.00 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	139.37	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	1	0	0.00	0	0	0.00



General

Payment History

Adjustment Detail

Customer: 232451 [icon] [REDACTED] Master Bill Number: [ ]  
 Premises: 60363 [icon] [REDACTED] Status: Active

View Zero Charges:


Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	23-FEB-2017	N/A	Late Payment Fee	5.00	35.80
	17-FEB-2017	N/A	Payment RPPM	102.59	30.80
	09-FEB-2017	N/A	Returned Item Service Fee	30.00	133.39
	09-FEB-2017	N/A	Payment Reversal	-60.00	103.39
	06-FEB-2017	N/A	Payment LBSC	60.00	43.39
30-JAN-2017	25-JAN-2017	GBR1	Curbside Solid Waste	14.33	103.39
30-JAN-2017	25-JAN-2017	SRES	Sewer Usage	60.83	89.06
30-JAN-2017	25-JAN-2017	WRES	Water Usage	28.23	28.23
30-JAN-2017	17-JAN-2017	N/A	Payment RPPM	91.02	0.00
29-DEC-2016	22-DEC-2016	GBR1	Curbside Solid Waste	14.33	91.02
29-DEC-2016	22-DEC-2016	SRES	Sewer Usage	52.93	76.69

Beginning Balance as of 29-APR-2013 [ ] .00

Sum Detail... EnergyLink... CB Appl... Item Detail... Bill Detail...

Amount: \$60.00      Sequence Number: [REDACTED]  
 Account: [REDACTED]      Capture Date: 02/09/2017      Reason Code: CLOSED ACCOUNT  
 Bank Number: [REDACTED]      Check Number: 995080

Account: **232451-60363**      \$60.00  
 Please Direct Any Questions To: 105/313  
 Online Bill Payment Processing Center      0000995080  
 (800) 243-2506  
 NANCY M MINITO      February 03, 2017  
 2879 OAKWOOD DR  
 HARRISBURG, PA 17110-3903      FIRST NATIONAL BANK OF PENNSYL  
 Pay **SIXTY AND 00/100** DOLLARS  
 \$ \*\*\*\*\*60.00  
 TO MANATEE COUNTY UTILITIES - MCUCS  
 THE PO BOX 25350  
 ORDER BRADENTON, FL 34206-5350  
 OF   
 Void After 180 DAYS.  
 Signature On File  
 This check has been authorized  
 by your depositor.

FOR DEPOSIT ONLY 20170206  
 BANK OF AMERICA  
 Manatee County Utilities/95034935

08695145

DO NOT WRITE STAMP OR SIGN BELOW THIS LINE  
 RESERVED FOR FINANCIAL INSTITUTION USE

Electronic Endorsements:

Date	Sequence	Bank #	Endrs Type	TRN	RRC	Bank Name
02/09/2017	[REDACTED]	[REDACTED]	Undetermined	N	D	FEDERAL RES BANK OF
02/09/2017	[REDACTED]	[REDACTED]	Undetermined	N		BANK OF AMERICA, NA
02/07/2017	[REDACTED]	[REDACTED]	Undetermined	N		FEDERAL RES BANK OF
02/07/2017	[REDACTED]	[REDACTED]	Undetermined	N	D	FIRST NATIONAL BANK