

MEMORANDUM

To: Vickie Tessmer, Board Records
From: *me* Mary Clapper, Customer Service Team Supervisor, Utilities
Customer Service
Date: August 23, 2017
Through: Gwen Detone, Business Services Manager, Utilities
Department
Subject: Place Customer #64429-59353 on the Clerk's Consent
Calendar



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APPROVED in Open Session
September 18, 2017
Manatee County Board of County
Commissioners

Please place account #64429-59353 on the Clerk's Consent Calendar for a refund of \$5,379.71.

Background/Discussion:

When this customer set up for service in November of 2009, a level of service for sewer was activated in error and the customer was billed for sewer beginning November 17, 2009. On July 19, 2017, our Sewer section verified that the customer was not connected to the County sewer system and that the customer has a working septic system for their wastewater. An adjustment was completed giving the customer credit for sewer charges from November 17, 2009 to June 23, 2017 leaving the customer with a credit balance of \$5,379.71. The customer is requesting a refund of the credit balance.

Utilities customer Service is requesting a refund of \$5,379.71 minus future billing charges/plus future 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
Mary Clapper, Customer Service Team Supervisor, Utilities Department
[9/20/17 QA emailed to above list](#)

County Administrator's Office
1112 Manatee Avenue West, Bradenton, FL 34205
Phone number: (941) 745-3717

General | Payment History | **Adjustment Detail**

Customer: 64429

Master Bill Number:

Premises: 59353

Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	21-AUG-2017	N/A	Adjustment SWCD	59.53	5379.71
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-5320.18
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-5261.23
	21-AUG-2017	N/A	Adjustment SWCD	-44.03	-5202.28
	21-AUG-2017	N/A	Adjustment SWCD	-45.07	-5158.25
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-5113.18
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-5054.23
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-4995.28
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-4936.33
	21-AUG-2017	N/A	Adjustment SWCD	-58.25	-4877.38
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-4819.13
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-4760.18
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-4701.23
	21-AUG-2017	N/A	Adjustment SWCD	-58.95	-4642.28
	21-AUG-2017	N/A	Adjustment SWCD	-20.62	-4583.33
	21-AUG-2017	N/A	Adjustment SWCD	-38.24	-4562.71
	21-AUG-2017	N/A	Adjustment SWCD	-57.90	-4524.47
	21-AUG-2017	N/A	Adjustment SWCD	-57.90	-4466.57
	21-AUG-2017	N/A	Adjustment SWCD	-57.90	-4408.67
	21-AUG-2017	N/A	Adjustment SWCD	-57.90	-4350.77
	21-AUG-2017	N/A	Adjustment SWCD	-57.90	-4292.87
	21-AUG-2017	N/A	Adjustment SWCD	-53.90	-4234.97
	21-AUG-2017	N/A	Adjustment SWCD	-57.90	-4181.07
	21-AUG-2017	N/A	Adjustment SWCD	-36.70	-4123.17
	21-AUG-2017	N/A	Adjustment SWCD	-45.90	-4086.47
	21-AUG-2017	N/A	Adjustment SWCD	-18.09	-4040.57
	21-AUG-2017	N/A	Adjustment SWCD	-41.01	-4022.48
	21-AUG-2017	N/A	Adjustment SWCD	-50.16	-3981.47
	21-AUG-2017	N/A	Adjustment SWCD	-59.64	-3931.31
	21-AUG-2017	N/A	Adjustment SWCD	-58.82	-3871.67
	21-AUG-2017	N/A	Adjustment SWCD	-59.64	-3812.85
	21-AUG-2017	N/A	Adjustment SWCD	-59.64	-3753.21
	21-AUG-2017	N/A	Adjustment SWCD	-59.64	-3693.57
	21-AUG-2017	N/A	Adjustment SWCD	-58.21	-3633.33
	21-AUG-2017	N/A	Adjustment SWCD	-50.58	-3577.59
	21-AUG-2017	N/A	Adjustment SWCD	-53.05	-3527.01
	21-AUG-2017	N/A	Adjustment SWCD	-46.87	-3473.96
	21-AUG-2017	N/A	Adjustment SWCD	-44.40	-3427.09
	21-AUG-2017	N/A	Adjustment SWCD	-12.65	-3382.69
	21-AUG-2017	N/A	Adjustment SWCD	-48.37	-3370.04
	21-AUG-2017	N/A	Adjustment SWCD	-47.82	-3321.67
	21-AUG-2017	N/A	Adjustment SWCD	-61.39	-3273.85
	21-AUG-2017	N/A	Adjustment SWCD	-54.61	-3212.46
	21-AUG-2017	N/A	Adjustment SWCD	-61.39	-3157.85

21-AUG-2017	N/A	Adjustment SWCD	-61.39	3098.71
21-AUG-2017	N/A	Adjustment SWCD	-57.57	-3035.07
21-AUG-2017	N/A	Adjustment SWCD	-57.57	-2977.50
21-AUG-2017	N/A	Adjustment SWCD	-61.39	-2919.93
21-AUG-2017	N/A	Adjustment SWCD	-61.39	-2858.54
21-AUG-2017	N/A	Adjustment SWCD	-48.67	-2797.15
21-AUG-2017	N/A	Adjustment SWCD	-48.67	-2748.48
21-AUG-2017	N/A	Adjustment SWCD	-52.91	-2699.81
21-AUG-2017	N/A	Adjustment SWCD	-61.39	-2646.90
21-AUG-2017	N/A	Adjustment SWCD	-61.39	-2585.51
21-AUG-2017	N/A	Adjustment SWCD	-35.10	-2524.12
21-AUG-2017	N/A	Adjustment SWCD	-56.97	2439.02
21-AUG-2017	N/A	Adjustment SWCD	-54.61	-2438.65
21-AUG-2017	N/A	Adjustment SWCD	-61.39	-2384.04
21-AUG-2017	N/A	Adjustment SWCD	-61.39	-2322.65
21-AUG-2017	N/A	Adjustment SWCD	-52.06	-2261.26
21-AUG-2017	N/A	Adjustment SWCD	-58.00	-2209.20
21-AUG-2017	N/A	Adjustment SWCD	-57.15	-2151.20
21-AUG-2017	N/A	Adjustment SWCD	-35.10	-2094.05
21-AUG-2017	N/A	Adjustment SWCD	-49.52	-2058.95
21-AUG-2017	N/A	Adjustment SWCD	-44.43	-2009.43
21-AUG-2017	N/A	Adjustment SWCD	-18.59	-1965.00
21-AUG-2017	N/A	Adjustment SWCD	-42.17	-1946.41
21-AUG-2017	N/A	Adjustment SWCD	-54.08	-1904.24
21-AUG-2017	N/A	Adjustment SWCD	-62.96	-1850.16
21-AUG-2017	N/A	Adjustment SWCD	-64.29	-1787.20
21-AUG-2017	N/A	Adjustment SWCD	-56.30	-1722.91
21-AUG-2017	N/A	Adjustment SWCD	-64.29	-1666.61
21-AUG-2017	N/A	Adjustment SWCD	-64.29	-1602.32
21-AUG-2017	N/A	Adjustment SWCD	-48.31	-1538.03
21-AUG-2017	N/A	Adjustment SWCD	-42.09	-1489.72
21-AUG-2017	N/A	Adjustment SWCD	-54.97	-1447.63
21-AUG-2017	N/A	Adjustment SWCD	-53.19	-1392.66
21-AUG-2017	N/A	Adjustment SWCD	-60.29	-1339.47
21-AUG-2017	N/A	Adjustment SWCD	-4.36	-1279.18
21-AUG-2017	N/A	Adjustment SWCD	-39.53	-1274.82
21-AUG-2017	N/A	Adjustment SWCD	-45.49	-1235.29
21-AUG-2017	N/A	Adjustment SWCD	-67.34	-1189.80
21-AUG-2017	N/A	Adjustment SWCD	-67.34	-1122.46
21-AUG-2017	N/A	Adjustment SWCD	-67.34	-1055.12
21-AUG-2017	N/A	Adjustment SWCD	-67.34	-987.78
21-AUG-2017	N/A	Adjustment SWCD	-67.34	-920.44
21-AUG-2017	N/A	Adjustment SWCD	-67.34	-853.10
21-AUG-2017	N/A	Adjustment SWCD	-49.67	-785.76

	21-AUG-2017	N/A	Adjustment SWCD		-51.07	-736.09
	21-AUG-2017	N/A	Adjustment SWCD		-67.34	-685.02
	21-AUG-2017	N/A	Adjustment SWCD		-67.34	-617.68
	21-AUG-2017	N/A	Adjustment SWCD		-67.34	-550.34
	21-AUG-2017	N/A	Adjustment SWCD		-67.34	-483.00
	21-AUG-2017	N/A	Adjustment SWCD		-67.34	-415.66
	21-AUG-2017	N/A	Adjustment SWCD		-20.20	-348.32
	21-AUG-2017	N/A	Adjustment SWCD		-49.05	-328.12
	21-AUG-2017	N/A	Adjustment SWCD		-70.07	-279.07
	21-AUG-2017	N/A	Adjustment SWCD		-48.77	-209.00
	21-AUG-2017	N/A	Adjustment SWCD		-69.10	-160.23
	21-AUG-2017	N/A	Adjustment SWCD		-22.76	-96.10
31-JUL-2017	26-JUL-2017	GBR1	Curbside Solid Waste		14.33	31.62
31-JUL-2017	26-JUL-2017	SRES	Sewer Usage		69.10	17.29
31-JUL-2017	26-JUL-2017	WRES	Water Usage		32.63	-51.81
31-JUL-2017	21-JUL-2017	N/A	Payment PYMV		84.44	-84.44
31-JUL-2017	21-JUL-2017	N/A	Payment PYDS		84.44	0.00