

9-26-2017

# MEMORANDUM

Board of County Commissioners



To: Vicki Tessmer, Board Records  
From: Tina Smith, Team Supervisor, Utilities Customer Service  
Date: **September 13, 2017** *TS*  
Subject: Place Customer #**232624-129149** on the Clerk Consent Calendar

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Please place account # **232624-129149** on the Clerk's consent calendar for a refund of **\$736.51**.

## Background/Discussion:

This customer had unusually high consumption in May and June of 2017. Documentation was submitted to Utilities Customer Service Billing Section and reviewed by the billing supervisor, and an adjustment on the water and sewer portion of the bill was completed according to policy. The customer is requesting a refund of the credit balance.

Jesse Robertson, Account Manager for American Homes 4 Rent Properties LLC, is requesting a refund of \$736.51 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  
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



8/29/2017

MANATEE COUNTY UTILITIES DEPARTMENT

To Whom It May Concern:

My name is Jesse Robertson. On behalf of American Homes 4 Rent Properties LLC, I would like to request a credit refund check in the amount of \$736.51 for account #232624-129149. Please send the check to:

PO BOX 4698  
LOGAN, UT 84323-4698

Thank you.

**Jesse Robertson**  
Account Manager  
Email: [jesserobertson@conservice.com](mailto:jesserobertson@conservice.com)  
Phone: (435) 265-3239  
Fax: (435) 713-2474

General    Payment History    Adjustment Detail

Customer: 232624 AMERICAN HOMES 4 RENT PROPERTIES LLC    Master Bill Number:   
 Premises: 129149 15211 SKIP JACK LOOP    Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
22-AUG-2017	22-AUG-2017	N/A	Adjustment WTCD	-39.01	-736.51
22-AUG-2017	22-AUG-2017	N/A	Adjustment WTCD	-144.43	-697.50
22-AUG-2017	22-AUG-2017	N/A	Adjustment WTCD	-123.81	-553.07
22-AUG-2017	22-AUG-2017	N/A	Adjustment WTCD	-272.61	-429.26
22-AUG-2017	22-AUG-2017	N/A	Adjustment WTCD	-224.23	-156.65
22-AUG-2017	16-AUG-2017	GBR2	Curbside Solid Waste	14.33	67.58
22-AUG-2017	16-AUG-2017	SRES	Sewer Usage	37.16	53.25
22-AUG-2017	16-AUG-2017	WRES	Water Usage	16.09	16.09
22-AUG-2017	28-JUL-2017	N/A	Payment PRVC	128.27	0.00
21-JUL-2017	18-JUL-2017	GBR2	Curbside Solid Waste	14.33	128.27
21-JUL-2017	18-JUL-2017	SRES	Sewer Usage	70.07	113.94
21-JUL-2017	18-JUL-2017	WRES	Water Usage	43.87	43.87
21-JUL-2017	13-JUL-2017	N/A	Payment PRVC	417.79	0.00
20-JUN-2017	15-JUN-2017	GBR2	Curbside Solid Waste	14.33	417.79
20-JUN-2017	15-JUN-2017	SRES	Sewer Usage	70.07	403.46
20-JUN-2017	15-JUN-2017	WRES	Water Usage	333.39	333.39
20-JUN-2017	02-JUN-2017	N/A	Payment PRVC	479.97	0.00
22-MAY-2017	15-MAY-2017	GBR2	Curbside Solid Waste	14.33	479.97
22-MAY-2017	15-MAY-2017	SRES	Sewer Usage	70.07	465.64
22-MAY-2017	15-MAY-2017	WRES	Water Usage	395.57	395.57
22-MAY-2017	08-MAY-2017	N/A	Payment PRVC	472.07	0.00



Charges — Reclassify

< [Return to Charges — Closed Charges](#)

Enter your description, and click **Save**. Note: If the **Apply to All** link is available, you can copy this description to all listed transactions.

Cardholder Name: UTILITIES, REO

Card Number: xxxx-xxxx-xxxx-6764

Charges

Viewing 1 to 1 of 1 Items

Transaction Date	Posting Date	Personal	Merchant	Receipt Submitted ‡	Amount / Original Currency
07/27/2017	07/31/2017	No	Manatee Cnty Utilites Firstpoynt.co,FL	<input type="checkbox"/>	128.27 USD
<b>General Ledger Code</b>		<b>Description</b>		<b>Unit</b>	
2100.175 - HOLDING RECEIPTS-REO				REO(REO)	
<b>DEPARTMENT</b>		<b>CLIENT NAME</b>			
020					

Viewing 1 to 1 of 1 Items

[Cancel](#)

‡ - Select the Receipt Submitted checkbox if you submitted a receipt by fax or email, at the statement level, or using a system other than the Commercial Card Expense Reporting service.



**Charges — Reclassify**

< [Return to Charges — Closed Charges](#)

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Cardholder Name: **UTILITIES, REO**

Card Number: **xxxx-xxxx-xxxx-6764**

**Charges**

Viewing 1 to 1 of 1 Items

1.					Receipt Submitted ‡	Amount / Original Currency
Transaction Date	Posting Date	Personal	Merchant			
07/12/2017	07/14/2017	No	Manatee Cnty Utilites Firstpoynt.co,FL	<input type="checkbox"/>	417.79	USD
General Ledger Code		Description		Unit		
2100.175 - HOLDING RECEIPTS-REO				REO(REO)		
<b>DEPARTMENT</b> 020		<b>CLIENT NAME</b>				

Viewing 1 to 1 of 1 Items

[Cancel](#)

‡ - Select the Receipt Submitted checkbox if you submitted a receipt by fax or email, at the statement level, or using a system other than the Commercial Card Expense Reporting service.



Role: Reconciler

Welcome **Ryan Bell**

**Charges — Reclassify**

[< Return to Charges — Closed Charges](#)

Enter your description, and click **Save**. Note: If the **Apply to All** link is available, you can copy this description to all listed transactions.

Cardholder Name: **UTILITIES, REO**  
 Card Number: **xxxx-xxxx-xxxx-1937**

**Charges**

Viewing 1 to 1 of 1 Items

1.		Transaction Date	Posting Date	Personal	Merchant	Receipt Submitted ‡	Amount / Original Currency
		06/07/2017	06/08/2017	No	Manatee Cnty Utilites 941-749-1800,FL	<input type="checkbox"/>	479.97 USD
General Ledger Code		Description			Unit		
2100.175 - HOLDING RECEIPTS-REO					REO(REO)		
DEPARTMENT 020		CLIENT NAME					

Viewing 1 to 1 of 1 Items

[Cancel](#)

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General **Payment History** Adjustment Detail

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20-JUN-2017	02-JUN-2017	N/A	Payment PRVC	479.97	0.00

Beginning Balance as of 21-AUG-2014 .00

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