

REVISED October 10, 2017 - Regular Meeting

Agenda Item #42

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

Subject

Service Fee Waivers

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 \$440.00 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, and Carmen Camarda, Customer Service Rep II, Utilities Department, carmen.camarda@mymanatee.org Distributed 10/11/17, RT

Cost and Funds Source Account Number and Name

\$440.00 Total / 4010000000-369000 Miscellaneous Revenue

Amount and Frequency of Recurring Costs

Manatee County Government Administrative Center
Commission Chambers, First Floor
9:00 a.m. - October 10, 2017

N/A

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

Manatee County Government Administrative Center
Commission Chambers, First Floor
9:00 a.m. - October 10, 2017

October 10, 2017 - Regular Meeting
Agenda Item #38

Subject

Service Fee Waivers

Briefings

None

Contact and/or Presenter Information

Heather Dilldine, Utilities Financial Services Manager, ext 4966
Colleen Harris, Utilities Department, ext 5309

Action Requested

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County Attorney Review

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Explanation of Other

Reviewing Attorney

N/A

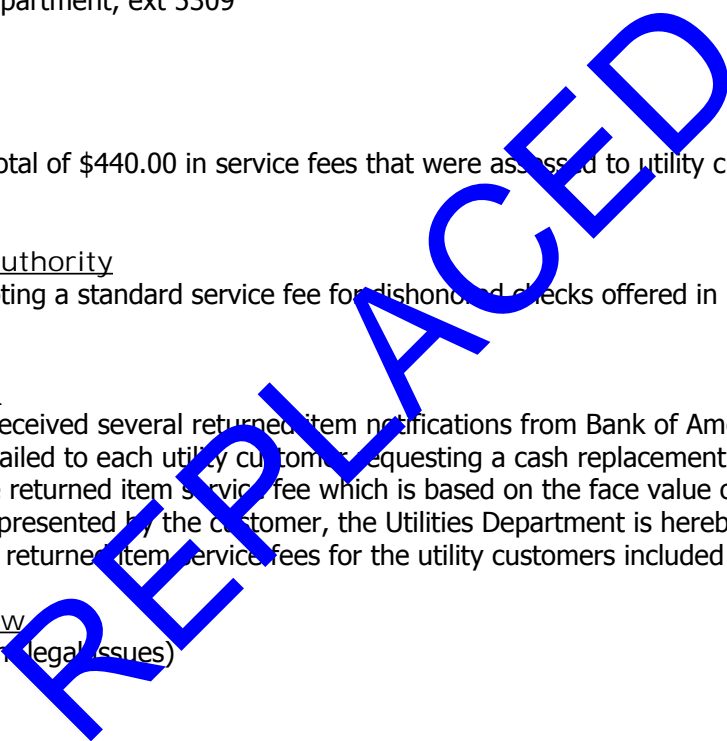
Instructions to Board Records

Copy to: Colleen Harris, Accounts Control Supervisor, colleen.harris@mymanatee.org, and Carmen Camarda, Customer Service Rep II, Utilities Department, carmen.camarda@mymanatee.org

Cost and Funds Source Account Number and Name

\$440.00 Total / 4010000000-369000 Miscellaneous Revenue

Amount and Frequency of Recurring Costs



N/A

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

REPLACED

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 195028-10496 \$30.00

On June 8, 2017, a payment for \$100.00 was posted to the CIS system. On June 9, 2017, the payment was returned to us "*stop payment*". 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 210643-23731 \$30.00

On August 1, 2017, a draft payment for \$78.04 was posted to the CIS system. On August 3, 2017, the payment was returned to us "*payment stopped*". 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.

3. Account Number 263968-22796 \$25.00

On June 30, 2017, a payment for \$14.33 was posted to the CIS system. On July 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 \$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 41622-41218 \$25.00

On August 15, 2017, a draft payment for \$14.33 was posted to the CIS system. On August 16, 2017, 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 customer should be penalized for this incident.

5. Account Number 8424-8388 \$30.00

On August 2, 2017, a draft payment for \$61.25 was posted to the CIS system. On August 4, 2017, 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.

6. Account Number 152269-114585 \$30.00

On August 7, 2017, a payment for \$66.87 was posted to the CIS system. On August 8, 2017, the payment was returned to us "*not sufficient 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.

7. Account Number 269279-147222 \$30.00

On August 1, 2017, a payment for \$55.80 was posted to the CIS system. On August 4, 2017, 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.

8. Account Number 50802-55660 \$30.00

On July 07, 2017, a draft payment for \$134.91 was posted to the CIS system. On July 10, 2017, 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 271508-138190 \$30.00

On July 31, 2017, a payment for \$95.59 was posted to the CIS system. On August 1, 2017, 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.

10. Account Number 16357-131750 \$30.00

On August 26, 2017, a draft payment for \$112.74 was posted to the CIS system. On August 30, 2017, the payment was returned to us "*account frozen per ofac*". 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.

11. Account Number 242466-65260 \$40.00

On August 22, 2017, an on-line payment for \$360.27 was posted to the CIS system. On August 24, 2017, 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 \$40.00 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 242466-65260 \$40.00

On August 16, 2017, an on-line payment for \$360.27 was posted to the CIS system. On August 18, 2017, 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 \$40.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

13. Account Number 242466-65260 \$40.00

On August 9, 2017, an on-line payment for \$360.27 was posted to the CIS system. On August 11, 2017, 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 \$40.00 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 261712-147556

\$30.00

On July 13, 2017, an on-line payment for \$71.79 was posted to the CIS system. On August 29, 2017, 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.

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: Russ Shore

RECEIVED
MAR 25 1997
ACCOUNTING DEPT

General Payment History Adjustment Detail

Customer: 195028 ██████████ Master Bill Number:
 Premises: 10496 ██████████ Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
07-JUL-2017	03-JUL-2017	WRES	Water Usage	11.49	183.52
07-JUL-2017	29-JUN-2017	N/A	Late Payment Fee	5.00	172.03
07-JUL-2017	15-JUN-2017	N/A	Payment RPPM	20.00	167.03
07-JUL-2017	15-JUN-2017	N/A	Payment RPPM	1.00	187.03
07-JUL-2017	14-JUN-2017	N/A	Payment RPPM	50.00	188.03
07-JUL-2017	09-JUN-2017	N/A	Returned Item Service Fee	30.00	238.03
07-JUL-2017	09-JUN-2017	N/A	Payment Reversal	-100.00	208.03
07-JUL-2017	08-JUN-2017	N/A	Payment LBSC	100.00	108.03
06-JUN-2017	01-JUN-2017	GBR2	Curbside Solid Waste	14.33	208.03
06-JUN-2017	01-JUN-2017	SRES	Sewer Usage	32.80	193.70
06-JUN-2017	01-JUN-2017	WRES	Water Usage	14.12	160.90

Beginning Balance as of 04-SEP-2009

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

BANK OF AMERICA, N.A.
EAST RETURN ITEMS

Page 001 of 001

H

Bank : [REDACTED]
Center : [REDACTED]
Divider: [REDACTED]
Code : [REDACTED]

Deposit account:xxxxxxxxx [REDACTED]
Charge account :xxxxxxxxx [REDACTED]
Store/Reference:000000000 [REDACTED]

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

Date of Notice: 06-09-2017

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): 100.00

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
[REDACTED] 6/8/2017	[REDACTED]	[REDACTED]	Stop Payment	100.00

2v

General Payment History Adjustment Detail

Customer: 210643 [icon] [redacted] M. Master Bill Number: []
Premises: 23731 [icon] [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
08-AUG-2017	03-AUG-2017	GBR2	Curbside Solid Waste	14.33	187.18
08-AUG-2017	03-AUG-2017	REC1	Reclaimed Water Usage	13.67	172.85
08-AUG-2017	03-AUG-2017	SRES	Sewer Usage	35.71	159.18
08-AUG-2017	03-AUG-2017	WRES	Water Usage	15.43	123.47
08-AUG-2017	03-AUG-2017	N/A	Returned Item Service Fee	30.00	108.04
08-AUG-2017	03-AUG-2017	N/A	Payment Reversal	-78.04	78.04
08-AUG-2017	01-AUG-2017	N/A	Payment DRFT	78.04	0.00
10-JUL-2017	03-JUL-2017	GBR2	Curbside Solid Waste	14.33	78.04
10-JUL-2017	03-JUL-2017	REC1	Reclaimed Water Usage	11.87	63.71
10-JUL-2017	03-JUL-2017	SRES	Sewer Usage	36.19	51.84
10-JUL-2017	03-JUL-2017	WRES	Water Usage	15.65	15.65

Beginning Balance as of 07-FEB-2017 [] .00

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

20 DIRECT
E: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

PAGE 3
DATE/TIME: 08/03/17 23:42:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EPF DATE: 08/01/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 08/03/17

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 R02 # DEBITS: 1 DEBIT AMOUNT: 73.20 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R04 INVALID ACCOUNT NUMBER RETURN POST DATE: 08/03/17

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 R04 # DEBITS: 1 DEBIT AMOUNT: 56.69 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R08 PAYMENT STOPPED RETURN POST DATE: 08/03/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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08/01/17 00210643 23731 114.41

TOTALS FOR R08 # DEBITS: 1 DEBIT AMOUNT: 114.41 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-DEBITS-			-CREDITS-		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0	244.30	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

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General Payment History Adjustment Detail

Customer: 2E3968 [redacted] Master Bill Number: [redacted]
Premises: 22796 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
14-SEP-2017	25-AUG-2017	N/A	Payment PYWB	14.33	30.00
14-AUG-2017	08-AUG-2017	GBR2	Curbside Solid Waste	14.33	44.33
14-AUG-2017	31-JUL-2017	N/A	Payment PYWB	28.66	30.00
14-AUG-2017	14-JUL-2017	N/A	Late Payment Fee	5.00	58.66
14-AUG-2017	13-JUL-2017	N/A	Returned Item Fee/Garbage	25.00	53.66
14-AUG-2017	13-JUL-2017	N/A	Payment Reversal	-14.33	28.66
13-JUL-2017	10-JUL-2017	GBR2	Curbside Solid Waste	14.33	14.33
13-JUL-2017	30-JUN-2017	N/A	Payment PYWB	14.33	0.00
12-JUN-2017	09-JUN-2017	GBR2	Curbside Solid Waste	14.33	14.33
12-JUN-2017	02-JUN-2017	N/A	Payment PYWB	14.33	0.00
12-MAY-2017	08-MAY-2017	GBR2	Curbside Solid Waste	14.33	14.33

Beginning Balance as of 12-NOV-2015 .00

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

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CR03320 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 00000

PAGE 3
DATE/TIME: 07/13/17 06:57:00
** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 07/03/17 CO DISC DATA: REMOTEPAY
POINT: FISERV1 APPL: MCBCCOMI1 TYPE:
RETURN REASON CODE: R10 CUST ADVISES NOT AUTH

RETURN POST DATE: 07/13/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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07/03/17	21316718		14.33				
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TOTALS FOR R10 # DEBITS: 1 DEBIT AMOUNT: 14.33 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	14.33	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

4v

General Payment History Adjustment Detail

Customer: 41622 [redacted] Master Bill Number: [redacted]
Premises: 41218 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	06-SEP-2017	N/A	Payment RPPM	14.33	25.00
23-AUG-2017	17-AUG-2017	GBR2	Curbside Solid Waste	14.33	39.33
23-AUG-2017	16-AUG-2017	N/A	Returned Item Fee/Garbage	25.00	25.00
23-AUG-2017	16-AUG-2017	N/A	Payment Reversal	-14.33	0.00
23-AUG-2017	15-AUG-2017	N/A	Payment DRFT	14.33	-14.33
23-AUG-2017	10-AUG-2017	N/A	Payment RPPM	14.33	0.00
24-JUL-2017	19-JUL-2017	GBR2	Curbside Solid Waste	14.33	14.33
24-JUL-2017	13-JUL-2017	N/A	Payment DRFT	14.33	0.00
21-JUN-2017	16-JUN-2017	GBR2	Curbside Solid Waste	14.33	14.33
21-JUN-2017	14-JUN-2017	N/A	Payment DRFT	14.33	0.00
23-MAY-2017	16-MAY-2017	GBR2	Curbside Solid Waste	14.33	14.33

Beginning Balance as of 24-MAY-2005 9.09

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

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DIRECT
VA

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

PAGE 2
DATE/TIME: 08/16/17 23:38:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 08/15/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 08/16/17

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

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 14.33 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 08/16/17

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

08/15/17 00041622 41218 14.33

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 14.33 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY	DEBITS			CREDITS			
	TYPES OF RETURNS	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0		28.66	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

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General Payment History Adjustment Detail

Customer: 8424 Master Bill Number: Premises: 8388 Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
12-SEP-2017	23-AUG-2017	N/A	Payment PYWB	153.98	0.00
10-AUG-2017	07-AUG-2017	N/A	Late Payment Fee	5.00	153.98
10-AUG-2017	04-AUG-2017	GBR2	Curbside Solid Waste	14.33	148.98
10-AUG-2017	04-AUG-2017	SRES	Sewer Usage	30.38	134.65
10-AUG-2017	04-AUG-2017	WRES	Water Usage	13.02	104.27
10-AUG-2017	04-AUG-2017	N/A	Returned Item Service Fee	30.00	91.25
10-AUG-2017	04-AUG-2017	N/A	Payment Reversal	-61.25	61.25
10-AUG-2017	02-AUG-2017	N/A	Payment DRFT	61.25	0.00
11-JUL-2017	06-JUL-2017	GBR2	Curbside Solid Waste	14.33	61.25
11-JUL-2017	06-JUL-2017	SRES	Sewer Usage	32.80	46.92
11-JUL-2017	06-JUL-2017	WRES	Water Usage	14.12	14.12

Beginning Balance as of 10-MAY-2005 58.98

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

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NO DIRECT
VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 00000

PAGE 1
DATE/TIME: 08/04/17 23:43:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 08/02/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 08/04/17 ✓

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
08/02/17	00008424	8388	61.25				

TOTALS FOR R02 # DEBITS: 2 DEBIT AMOUNT: 97.05 # CREDITS: 0 CREDIT AMOUNT: 0.00
RETURN REASON CODE: R16 ACCT FRZN/RET PER OFAC RETURN POST DATE: 08/04/17

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

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 60.55 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-DEBITS-			-CREDITS-		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0	157.60	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

6✓

General Payment History Adjustment Detail

Customer: 152269 [icon] [redacted] Master Bill Number: [redacted]
Premises: 114585 [icon] [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
21-AUG-2017	18-AUG-2017	N/A	Late Payment Fee	5.00	163.12
21-AUG-2017	15-AUG-2017	GBR2	Curbside Solid Waste	14.33	158.12
21-AUG-2017	15-AUG-2017	SRES	Sewer Usage	32.80	143.79
21-AUG-2017	15-AUG-2017	WRES	Water Usage	14.12	110.99
21-AUG-2017	08-AUG-2017	N/A	Returned Item Service Fee	30.00	96.87
21-AUG-2017	08-AUG-2017	N/A	Payment Reversal	-66.87	66.87
21-AUG-2017	07-AUG-2017	N/A	Payment LBSC	66.87	0.00
20-JUL-2017	17-JUL-2017	GBR2	Curbside Solid Waste	14.33	66.87
20-JUL-2017	17-JUL-2017	SRES	Sewer Usage	36.67	52.54
20-JUL-2017	17-JUL-2017	WRES	Water Usage	15.87	15.87
20-JUL-2017	07-JUL-2017	N/A	Payment LBSC	63.35	0.00

Beginning Balance as of 18-FEB-2016 .00

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

BANK OF AMERICA, N.A.
CENTRAL RETURN ITEMS

Page 001 of 001

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Bank : [REDACTED]
Center :
Divide : [REDACTED]
Code : [REDACTED]

Deposit account:xxxxxxxxx[REDACTED]
Charge account :xxxxxxxxx[REDACTED]
Store/Reference:00000006[REDACTED]

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

Date of Notice: 08-08-2017

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): 66.87

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
[REDACTED] 8/7/2017	[REDACTED]	[REDACTED]	Not Sufficient Funds	66.87

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General Payment History Adjustment Detail

Customer: 269279 [icon] [redacted] Master Bill Number: [redacted]
Premises: 147222 [icon] [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	05-SEP-2017	N/A	Payment LBSC	45.08	30.00
23-AUG-2017	17-AUG-2017	GBR2	Curbside Solid Waste	14.33	75.08
23-AUG-2017	17-AUG-2017	SRES	Sewer Usage	21.67	60.75
23-AUG-2017	17-AUG-2017	WRES	Water Usage	9.08	39.08
23-AUG-2017	16-AUG-2017	N/A	Payment WKSC	55.80	30.00
23-AUG-2017	04-AUG-2017	N/A	Returned Item Service Fee	30.00	85.80
23-AUG-2017	04-AUG-2017	N/A	Payment Reversal	-55.80	55.80
23-AUG-2017	01-AUG-2017	N/A	Payment LBSC	55.80	0.00
24-JUL-2017	19-JUL-2017	GBR2	Curbside Solid Waste	14.33	55.80
24-JUL-2017	19-JUL-2017	SRES	Sewer Usage	29.41	41.47
24-JUL-2017	19-JUL-2017	WRES	Water Usage	12.58	12.06

Beginning Balance as of 23-MAY-2016 .00

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

BANK OF AMERICA, N.A.
CENTRAL RETURN ITEMS

Page 001 of 001

H

Bank [REDACTED]
Center :
Divider: [REDACTED]
Code : [REDACTED]

Deposit account: xxxxxxxxx [REDACTED]
Charge account : xxxxxxxxx [REDACTED]
Store/Reference: 00000000 [REDACTED]

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

Date of Notice: 08-04-2017

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): 55.80

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
[REDACTED] 8/1/2017	[REDACTED]	[REDACTED]	Not Sufficient Funds	55.80

8v

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
17-AUG-2017	11-AUG-2017	GBR2	Curbside Solid Waste	14.33	148.98
17-AUG-2017	11-AUG-2017	SRES	Sewer Usage	27.96	134.65
17-AUG-2017	11-AUG-2017	WRES	Water Usage	11.93	106.69
17-AUG-2017	10-JUL-2017	N/A	Returned Item Service Fee	30.00	94.76
17-AUG-2017	10-JUL-2017	N/A	Payment Reversal	-134.91	64.76
18-JUL-2017	13-JUL-2017	GBR2	Curbside Solid Waste	14.33	-70.15
18-JUL-2017	13-JUL-2017	SRES	Sewer Usage	35.22	-84.48
18-JUL-2017	13-JUL-2017	WRES	Water Usage	15.21	-119.70
18-JUL-2017	12-JUL-2017	N/A	Payment WKSC	134.91	-134.91
18-JUL-2017	07-JUL-2017	N/A	Payment DRFT	134.91	0.00
15-JUN-2017	12-JUN-2017	GBR2	Curbside Solid Waste	14.33	134.91

Beginning Balance as of 23-AUG-2000

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SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

PAGE 2
DATE/TIME: 07/10/17 23:38:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 07/07/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED

RETURN POST DATE: 07/10/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACH ORIGINAL PAR	RETURN TRACE RETURN PAR
07/07/17	00050802	50660	134.91				

TOTALS FOR R02 ✓ # DEBITS: 1 DEBIT AMOUNT: 134.91 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	134.91	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	0	0	0.00	0	0	0.00
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00

*** END OF REPORT ***

9v

General Payment History Adjustment Detail

Customer: 271508 [redacted] Master Bill Number: [redacted]
Premises: 138190 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	05-SEP-2017	N/A	Payment LBSC	123.01	0.00
22-AUG-2017	17-AUG-2017	N/A	Payment PYWB	95.59	123.01
22-AUG-2017	16-AUG-2017	GBR2	Curbside Solid Waste	14.33	218.60
22-AUG-2017	16-AUG-2017	SRES	Sewer Usage	51.19	204.27
22-AUG-2017	16-AUG-2017	WRES	Water Usage	22.49	153.08
22-AUG-2017	15-AUG-2017	N/A	Late Payment Fee	5.00	130.59
22-AUG-2017	01-AUG-2017	N/A	Returned Item Service Fee	30.00	125.59
22-AUG-2017	01-AUG-2017	N/A	Payment Reversal	-95.59	95.59
22-AUG-2017	31-JUL-2017	N/A	Payment LBSC	95.59	0.00
21-JUL-2017	18-JUL-2017	GBR2	Curbside Solid Waste	14.33	95.59
21-JUL-2017	18-JUL-2017	SRES	Sewer Usage	56.03	81.26

Beginning Balance as of 22-JUL-2016 .00

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

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BANK OF AMERICA, N.A.
CENTRAL RETURN ITEMS

Page 001 of 001
Bank : 00075
Center :
Divider: 5,766
Code : 3 B

H

Deposit account:xxxxxxxxx
Charge account :xxxxxxxxx
Store/Reference:00000000

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

Date of Notice: 08-01-2017

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): 95.59

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
██████████ 7/31/2017	██████████ ██████████	██████████ ██████████	Not Sufficient Funds	95.59

10V

General Payment History Adjustment Detail

Customer: 18357 [redacted] Master Bill Number: [redacted]
Premises: 1317E0 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
06-SEP-2017	01-SEP-2017	GBR2	Curbside Solid Waste	14.33	127.16
06-SEP-2017	01-SEP-2017	REC1	Reclaimed Water Usage	28.81	112.83
06-SEP-2017	01-SEP-2017	SRES	Sewer Usage	34.25	84.02
06-SEP-2017	01-SEP-2017	WRES	Water Usage	14.77	49.77
06-SEP-2017	01-SEP-2017	N/A	Payment PYWB	112.74	35.00
06-SEP-2017	31-AUG-2017	N/A	Late Payment Fee	5.00	147.74
06-SEP-2017	30-AUG-2017	N/A	Returned Item Service Fee	30.00	142.74
06-SEP-2017	30-AUG-2017	N/A	Payment Reversal	-112.74	112.74
06-SEP-2017	26-AUG-2017	N/A	Payment DRFT	112.74	0.00
04-AUG-2017	01-AUG-2017	GBR2	Curbside Solid Waste	14.33	112.74
04-AUG-2017	01-AUG-2017	REC1	Reclaimed Water Usage	48.68	98.41

Beginning Balance as of 05-MAY-2010 .00

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

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CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

PAGE 1
DATE/TIME: 08/30/17 23:38:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 08/28/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 08/30/17

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

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 432.12 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R16 ACCT FRZN/RET PER OFAC RETURN POST DATE: 08/30/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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08/28/17 00016357 131750 [REDACTED] 112.74 [REDACTED] [REDACTED]

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 112.74 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0	544.86	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: 242466 [REDACTED] Master Bill Number: [REDACTED]
 Premises: 65260 [REDACTED] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	08-SEP-2017	N/A	Payment PCVC	358.84	-175.00
	08-SEP-2017	N/A	Adjustment RIFD	-40.00	183.84
	08-SEP-2017	N/A	Adjustment RIFD	-40.00	223.84
	08-SEP-2017	N/A	Adjustment RIFD	-40.00	263.84
	08-SEP-2017	N/A	Adjustment DQND	-50.00	303.84
	08-SEP-2017	N/A	Adjustment LPWD	-5.00	353.84
25-AUG-2017	25-AUG-2017	N/A	Late Payment Fee	5.00	358.84
25-AUG-2017	24-AUG-2017	N/A	Returned Item Service Fee	40.00	353.84
25-AUG-2017	24-AUG-2017	N/A	Payment Reversal	-360.27	313.84
25-AUG-2017	24-AUG-2017	N/A	Payment PRVC	361.00	-46.43
25-AUG-2017	22-AUG-2017	N/A	Payment PYWB	360.27	314.57

Beginning Balance as of 26-DEC-2013 .00

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

CR03320 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

PAGE 4
DATE/TIME: 08/24/17 06:57:00
** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 08/23/17 CO DISC DATA: REMOTEPAY
POINT: FISERV1 APPL: MCBCCOMI1 TYPE:
RETURN REASON CODE: R03 NO ACCT/CANNOT LOCATE RETURN POST DATE: 08/24/17

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

TOTALS FOR R03 # DEBITS: 1 DEBIT AMOUNT: 81.64 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R20 NON TRANSACTION ACCT RETURN POST DATE: 08/24/17

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

08/23/17 24101812 360.27

TOTALS FOR R20 # DEBITS: 1 DEBIT AMOUNT: 360.27 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY	-----DEBITS-----			-----CREDITS-----			
	TYPES OF RETURNS	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0		441.91	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 ***

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General Payment History Adjustment Detail

Customer: 242466 [redacted] Master Bill Number: [redacted]
 Premises: 65260 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
25-AUG-2017	24-AUG-2017	N/A	Returned Item Service Fee	40.00	353.84
25-AUG-2017	24-AUG-2017	N/A	Payment Reversal	-360.27	313.84
25-AUG-2017	24-AUG-2017	N/A	Payment PRVC	361.00	-46.43
25-AUG-2017	22-AUG-2017	N/A	Payment PYWB	360.27	314.57
25-AUG-2017	21-AUG-2017	GBR2	Curbside Solid Waste	14.33	674.84
25-AUG-2017	21-AUG-2017	SRES	Sewer Usage	70.07	660.51
25-AUG-2017	21-AUG-2017	WRES	Water Usage	50.17	590.44
25-AUG-2017	18-AUG-2017	N/A	Returned Item Service Fee	40.00	540.27
25-AUG-2017	18-AUG-2017	N/A	Payment Reversal	-360.27	500.27
25-AUG-2017	17-AUG-2017	N/A	Delq Turn On Chg	50.00	140.00
25-AUG-2017	16-AUG-2017	N/A	Payment PYWB	360.27	90.00

Beginning Balance as of 26-DEC-2013 .00

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

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BANK OF AMERICA, N.A.
ACH SERVICES

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DATE/TIME: 08/18/17 06:54:00

RETURNED ITEMS REPORT

** CONFIDENTIAL **

RTN: 063100277 ACCT #: 00000

ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 08/17/17 CO DISC DATA: REMOTEPAY
POINT: FISERV1 APPL: MCBCCOM1 TYPE: RETURN POST DATE: 08/18/17 ✓
RETURN REASON CODE: R01 INSUFFICIENT FUNDS

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: 362.47 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R20 NON TRANSACTION ACCT RETURN POST DATE: 08/18/17

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

08/17/17 23814228 J [REDACTED] 360.27 [REDACTED] [REDACTED]

TOTALS FOR R20 # DEBITS: 1 DEBIT AMOUNT: 360.27 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY	-----DEBITS-----			-----CREDITS-----			
	TYPES OF RETURNS	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0		722.74	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 ***

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General Payment History Adjustment Detail

Customer: 242466 [redacted] Master Bill Number: [redacted]
Premises: 6E260 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
25-AUG-2017	22-AUG-2017	N/A	Payment PYWB	360.27	314.57
25-AUG-2017	21-AUG-2017	GBR2	Curbside Solid Waste	14.33	674.84
25-AUG-2017	21-AUG-2017	SRES	Sewer Usage	70.07	660.51
25-AUG-2017	21-AUG-2017	WRES	Water Usage	50.17	590.44
25-AUG-2017	18-AUG-2017	N/A	Returned Item Service Fee	40.00	540.27
25-AUG-2017	18-AUG-2017	N/A	Payment Reversal	-360.27	500.27
25-AUG-2017	17-AUG-2017	N/A	Delq Turn On Chg	50.00	140.00
25-AUG-2017	16-AUG-2017	N/A	Payment PYWB	360.27	90.00
25-AUG-2017	11-AUG-2017	N/A	Returned Item Service Fee	40.00	450.27
25-AUG-2017	11-AUG-2017	N/A	Payment Reversal	-360.27	410.27
25-AUG-2017	10-AUG-2017	N/A	Delq Turn On Chg	50.00	50.00

Beginning Balance as of 26-DEC-2013 .00

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

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BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000

PAGE 6
DATE/TIME: 08/11/17 06:48:00
** CONFIDENTIAL **

ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 08/10/17 CO DISC DATA: REMOTEPAY
INT: FISERV1 APPL: MCBCCOM11 BVDB

RETURN REASON CODE: R01 INSUFFICIENT FUNDS

RETURN POST DATE: 08/11/17 ✓

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

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 120.00 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R03 NO ACCT/CANNOT LOCATE

RETURN POST DATE: 08/11/17

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

[REDACTED]

TOTALS FOR R03 # DEBITS: 2 DEBIT AMOUNT: 88.27 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R20 NON TRANSACTION ACCT

RETURN POST DATE: 08/11/17

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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08/10/17 23432300 [REDACTED] 360.27 [REDACTED]

242466-65260

TOTALS FOR R20 # DEBITS: 1 DEBIT AMOUNT: 360.27 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	4	0	568.54	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 ***

14✓

General Payment History Adjustment Detail

Customer: 261712 Master Bill Number:
Premises: 147556 Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
30-AUG-2017	30-AUG-2017	N/A	Late Payment Fee	5.00	172.26
30-AUG-2017	29-AUG-2017	N/A	Returned Item Service Fee	30.00	167.26
30-AUG-2017	29-AUG-2017	N/A	Payment Reversal	-71.79	137.26
30-AUG-2017	24-AUG-2017	GBR2	Curbside Solid Waste	14.33	65.47
30-AUG-2017	24-AUG-2017	SRES	Sewer Usage	35.71	51.14
30-AUG-2017	24-AUG-2017	WRES	Water Usage	15.43	15.43
30-AUG-2017	21-AUG-2017	N/A	Payment PRVC	57.03	0.00
31-JUL-2017	26-JUL-2017	GBR2	Curbside Solid Waste	14.33	57.03
31-JUL-2017	26-JUL-2017	SRES	Sewer Usage	29.90	42.70
31-JUL-2017	26-JUL-2017	WRES	Water Usage	12.80	12.80
31-JUL-2017	13-JUL-2017	N/A	Payment PYWB	71.79	0.00

Beginning Balance as of 31-AUG-2015 .00

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

14 ✓

320 DIRECT
TE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

PAGE 2
DATE/TIME: 08/30/17 06:54:00
** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MCUTILITIES
POINT: FISERV1 APPL: MCBCCOM11 TYPE:
RETURN REASON CODE: R10 CUST ADVISES NOT AUTH

ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 07/14/17 CO DISC DATA: REMOTEPAY ✓

RETURN POST DATE: 08/29/17 ✓

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
07/14/17	21985851	[REDACTED]	71.79	[REDACTED]		[REDACTED]	[REDACTED]
TOTALS FOR R10		# DEBITS: 1	DEBIT AMOUNT: 71.79	# CREDITS: 0	CREDIT AMOUNT: 0.00		0.00

261712-147556

SUMMARY

TYPES OF RETURNS	-DEBITS-		AMOUNT
	# ITEMS	# ADDENDA	
DOLLAR RETURNS	1	0	71.79
REDEPOSITED ITEMS	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00
NON-DOLLAR RETURNS	0	0	0.00
PRENOTIFICATION RETURNS	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00

-CREDITS-		AMOUNT
# ITEMS	# ADDENDA	
0	0	0.00
0	0	0.00
0	0	0.00
0	0	0.00
0	0	0.00