

MEMORANDUM

APPROVED In Open Session
Manatee County Board of County Commissioners

12/12/17



To: Vicki Tessmer, Board Records
From: Tina Smith, Team Supervisor, Utilities Customer Service
Date: November 21, 2017
Through: Gwen Detone, Business Services Manager, Utilities Department 
Subject: Place Customer # 272828-154086 on the Clerk Consent Calendar

Please place account # 272828-154086 on the Clerk's consent calendar for a refund of \$642.37.

Background/Discussion:

This customer paid the Water and Sewer Deposit twice in error, which created a credit balance on the account. The customer is requesting a refund of the credit balance.

Utilities Customer Service is requesting a refund of \$ 642.37 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 66th Street West, Bradenton, FL 34210
Phone number: (941) 792-8811

Danielle Brown

From: Cheryl Adams <CAdams@theiconteam.com>
Sent: Monday, November 20, 2017 4:42 PM
To: UtilitiesCustomerService
Subject: Coach Homes VI at River Strand 272828-154086

Good afternoon,

There was a double deposit payment made on this account. Because the monthly amount is \$5.75 typically, it's going to take a long time to use up the \$642 credit.

Could you please issue a refund to the address on record.

Make it an awesome day!

Cheryl Adams



Cheryl Adams

ICON Management | Property Management Group

Physical address: 5540 State Road 64 East, Suite 220, Bradenton, FL 34208

Mailing address: 4654 State Road 64 East, Box 503, Bradenton, FL 34208

Main: 941-747-7261 | Direct Line: 941-444-4221

Facsimile: 941.747.7202

Danielle Brown

From: Cheryl Adams <CAdams@theiconteam.com>
Sent: Tuesday, November 21, 2017 11:19 AM
To: UtilitiesCustomerService
Subject: RE: Coach Homes VI at River Strand 272828-154086
Attachments: CH6 MCUD pmt proof.pdf

Printed from Avidpay. It appears that the entire \$648.12 was applied to account 272828-15408 when \$17.75 should have gone to account #78423-155071

Check 100023

☐☐ of 32 ☐☐

Please wait...
⌘ Processing....

Status: Paid
Check Number: 100023
Payment Type: Check
Payment Amount: \$648.12
Date Paid: 9/7/2017
Company: Coach Homes VI @ River Strand
Bank Account: Operating: *****0301
Mail To: MANATEE COUNTY UTILITIES DEPT
Paid to Vendor: MANATEE COUNTY UTILITIES DEPT

***Check Number:**
***Date Paid:** (m
***Paid to Vendor:**
***Save Comments:**
Last Modified By:
Last Modified Date:
Date Created: 9/
Transaction Id: 37

AvidPay Delivery Status Refresh

Delivery Method	Amount	Delivery Status	AvidPay Check	Cleared Date	Last Update Date	History	Error
AvidPay Check	\$648.12	Cleared		10/12/2017 9:31:13 AM	10/12/2017 12:58:10 PM	View	

MFA Authentication Required

Two-Factor Authentication - Send Verification Code

Please click Next and a verification code will be sent via text message to the phone number ending in:

Please wait. Processing Request....

⌘

Invoices included with this payment [Show AvidPay Payment Breakdown](#)

	Invoice Number	Amount	Account Number	Invoice Date	Due Date	Status	Last Change By	Last Change	Download
View	28-154086082417	\$630.37	272828-154086	08/24/2017	09/14/2017	Paid	Payables Service	09/07/2017 10:31 AM	
View	23-155071082417	\$17.75	78423-155071	08/24/2017	09/14/2017	Paid	Payables Service	09/07/2017 10:31 AM	

From: UtilitiesCustomerService [mailto:utilitiescustomerservice@mymanatee.org]
Sent: Tuesday, November 21, 2017 8:11 AM
To: Cheryl Adams <CAdams@theiconteam.com>
Subject: RE: Coach Homes VI at River Strand 272828-154086

Good morning,

I would be happy to get the paperwork done for you to receive a credit, however, we will need a bank statement showing the payment was taken out. We don't need any account numbers or balances, just something showing the payment cleared the bank. Please let me know if you have any additional questions or concerns.

Thank you,

Danielle Brown
 Manatee County Utilities - Customer Service
 4410 66th Street West, Bradenton, FL 34210
 Phone: 813-952-8811
 Fax: 813-952-8819



From: Cheryl Adams [mailto:CAdams@theiconteam.com]
Sent: Monday, November 20, 2017 4:42 PM
To: UtilitiesCustomerService
Subject: Coach Homes VI at River Strand 272828-154086

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