

MEMORANDUM

APPROVED In Open Session
Manatee County Board of County Commissioners

4/10/18



To: Vicki Tessmer, Board Record
Thru: Gwen Detone, Business Services Manager
From: Kathy J Horne, Customer Service Team Supervisor
Date: 15-OCT-2018
Subject: **Place Customer #241394-72557 on Consent Calendar**

Kathy J. Horne

Please place account #241394-72557 on the Clerk's Consent calendar for Board approval to refund the amount of <\$738.24>.

Background Discussion:

01-Oct-2017 a Customer Service Representative overestimated the water & sewer usage amount.
25-Oct-2017 the account was paid in full.

09-Nov-2017 a reversal was done to correct the 01-Oct-2017 overestimated usage amount.

30-Nov-2017 the Customer Service Representative keyed a (credit) adjustment against the 01-Oct-2017 overestimated usage amount that had already been corrected.
30-Nov-2017 a (debit) adjustment was keyed to reverse the last credit adjustment.
30-Nov-2017 the Customer Service Representative keyed an additional (debit) adjustment.

22-Feb-2018 an incorrect adjustment code was used to correct the last (debit) adjustment resulting in an additional debited charge.
22-Feb-2018 a (credit) was keyed to correct the last incorrect transaction.
22-Feb-2018 a (credit) adjustment was issued (correctly) against the original 01-Oct-2018 financial adjustment that was is keyed.

Utilities Customer Service/Billing is requesting a refund in the amount of \$743.24 less any future billing charges and/or credits that may incur on account # 241394-72557.

: kjh

Instruction to Board Records:

Copy to: Gwen Detone, Business Services Manager
Kathy J Horne, Customer Service Team Supervisor
Colleen Harris-Dibble, Supervisor, Accounts Control
Carmen Camarda, Customer Service Representative IIC

Utilities
Administration
4410 66th Street West, Bradenton, FL 34210
Phone number: (941) 792-8811

Clerk Consent

Customer: Master Bill Number:
 Premises: Status:

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	15-MAR-2018	N/A	Adjustment LPWD	-5.00	-743.24
13-MAR-2018	13-MAR-2018	SRES	Sewer Usage	17.37	-738.24
13-MAR-2018	13-MAR-2018	WRES	Water Usage	7.53	-755.61
05-MAR-2018	01-MAR-2018	SRES	Sewer Usage	51.68	-763.14
05-MAR-2018	01-MAR-2018	WRES	Water Usage	22.77	-814.82
05-MAR-2018	23-FEB-2018	N/A	Payment RPPM	60.28	-837.59
05-MAR-2018	22-FEB-2018	N/A	Adjustment SWCD	-48.40	-777.31
05-MAR-2018	22-FEB-2018	N/A	Adjustment WTCD	-789.19	-728.91
05-MAR-2018	22-FEB-2018	N/A	Adjustment WTCD	-789.19	60.28
05-MAR-2018	22-FEB-2018	N/A	Adjustment WTCD	789.19	849.47
02-FEB-2018	01-FEB-2018	SRES	Sewer Usage	42.00	60.28
02-FEB-2018	01-FEB-2018	WRES	Water Usage	18.28	18.28
02-FEB-2018	24-JAN-2018	N/A	Payment RPPM	69.42	0.00
03-JAN-2018	01-JAN-2018	SRES	Sewer Usage	48.29	69.42
03-JAN-2018	01-JAN-2018	WRES	Water Usage	21.13	21.13
03-JAN-2018	22-DEC-2017	N/A	Payment RPPM	77.74	0.00
04-DEC-2017	01-DEC-2017	SRES	Sewer Usage	29.41	77.74
04-DEC-2017	01-DEC-2017	WRES	Water Usage	12.58	48.33
04-DEC-2017	30-NOV-2017	N/A	Late Payment Fee	5.00	35.75
04-DEC-2017	30-NOV-2017	N/A	Adjustment SWCI	48.40	30.75
04-DEC-2017	30-NOV-2017	N/A	Adjustment WTCD	789.19	-17.65
04-DEC-2017	30-NOV-2017	N/A	Adjustment SWCI	48.40	-806.84
04-DEC-2017	30-NOV-2017	N/A	Adjustment WTCD	789.19	-855.24
04-DEC-2017	30-NOV-2017	N/A	Adjustment SWCD	-48.40	-1644.43
04-DEC-2017	30-NOV-2017	N/A	Adjustment WTCD	-789.19	-1596.03
09-NOV-2017	09-NOV-2017	SRES	Sewer Usage	-26.73	-806.84
09-NOV-2017	09-NOV-2017	WRES	Water Usage	-780.11	-780.11
09-NOV-2017	25-OCT-2017	N/A	Payment LBSC	868.34	0.00
04-OCT-2017	01-OCT-2017	SRES	Sewer Usage	70.07	868.34
04-OCT-2017	01-OCT-2017	WRES	Water Usage	798.27	798.27