


# MEMORANDUM

To: Vicki Tessmer, Board Records

Thru: Gwen DeTone, Business Services Manager 

From: Kathie Baker, Customer Services Supervisor

Date: **March 26, 2017**

Subject: Place customer # 186549-150810 on Consent Calendar



Please place account 186549-150810 on the Clerk's Consent Calendar to request Board approval to refund the amount of \$ 675.00

Background/Discussion:

On February 28,2018, this customer was charged a connection fee for a reclaim water meter in the amount of \$715.00. This fee should have only been \$40.00 as this was an upgrade to a larger meter – not a new connection. Customer should have been given credit for the existing meter making the total charge \$40.00.

The Connection Fee for a 5/8" Reclaim Meter is \$675.00.  
The Connection Fee for a 3/4" Reclaim Meter is \$715.00.

Utilities Customer Service/New Services is requesting a refund be issued to the customer in the amount of \$ 675.00 plus or minus any billing charges.

To protect the privacy of our customers, names and addresses are not included with the request.

Back up attached - 1

:kjb

Instructions to Board Records:

Copy to: Gwen DeTone, Customer Service Center Manager  
Dana Catlett, Customer Service Center Assistant Manager  
Colleen Harris, Accounts Control Supervisor  
Kathie Baker, Customer Service Supervisor  
Carmen Camarda, Customer Service Representative II

Department Name  
Division Name  
Mailing Address  
Phone number: (941) XXX-XXXX

**General**

Payment History

Adjustment Detail

Customer: 186549

Master Bill Number:

Premises: 150810

Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	23-MAR-2018	N/A	Reclaimed Water Connection Charge	40.00	-675.00
	23-MAR-2018	N/A	Adjustment RWCD	-715.00	-715.00
	28-FEB-2018	N/A	Payment PYVC	792.37	0.00
	28-FEB-2018	N/A	Reclaimed Water Connection Charge	715.00	792.37
23-FEB-2018	21-FEB-2018	N/A	Late Payment Fee	5.00	77.37
23-FEB-2018	20-FEB-2018	GBR2	Curbside Solid Waste	14.33	72.37
23-FEB-2018	20-FEB-2018	REC2	Reclaimed Water Usage	.17	58.04
26-JAN-2018	23-JAN-2018	GBR2	Curbside Solid Waste	2.87	57.87
26-JAN-2018	23-JAN-2018	REC2	Reclaimed Water Usage	0.00	55.00
26-JAN-2018	16-JAN-2018	N/A	Administrative Fee Acct Activation	25.00	55.00
26-JAN-2018	11-JAN-2018	N/A	Solid Waste Deposit	30.00	30.00