

April 10, 2018 - Regular Meeting
Agenda Item #41

Approved in Open Session 4/10/18,
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/Collections Department (ext 5309)

Action Requested

Authorization to waive a total of \$315.00 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

Please return a copy of the approved agenda item to: Colleen Harris, Accounts Control Supervisor, colleen.harris@mymanatee.org, and Carmen Camarda, Customer Service Rep II, Utilities Department, carmen.camarda@mymanatee.org. **Distributed 4/11/18, RT**

Cost and Funds Source Account Number and Name

\$315.00 Total / 4010000000-369000 Miscellaneous Revenue

Amount and Frequency of Recurring Costs

N/A

Manatee County Government Administrative Center
First Floor, Commission Chambers
9:00 a.m. - April 10, 2018

Attachment: [Resolution R-97-041.pdf](#)

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

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 10th 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: R. B. Shore

RECEIVED
MAR 25 1997
ACCOUNTING DEPT

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 257927-45990 \$30.00

On February 13, 2018, a draft payment for \$92.57 was posted to the CIS system. On February 15, 2018, the payment was returned to us "uncollected 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.

2. Account Number 225641-63238 \$30.00

On February 21, 2018, a draft payment for \$59.14 was posted to the CIS system. On February 22, 2018, the payment was returned to us "account closed". 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.

3. Account Number 15980-16044 \$30.00

On January 18, 2018, a payment for \$66.17 was posted to the CIS system. On January 23, 2018, the payment was returned to us "frozen or blocked account". 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.

4. Account Number 76635-76684 \$25.00

On February 24, 2018, a draft payment for \$40.36 was posted to the CIS system. On February 28, 2018, the payment was returned to us "account closed". The item was returned to us due to banking information was not updated by bank 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.

5. Account Number 19677-19694 \$25.00

On February 20, 2018, a payment for \$34.27 was posted to the CIS system. On February 23, 2018, 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 \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

6. Account Number 19794-19808 \$25.00

On December 29, 2017, a draft payment for \$37.78 was posted to the CIS system. On January 03, 2018, the payment was returned to us "*account closed*". The item was returned to us due to banking information was not updated by bank 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.

7. Account Number 19794-19808 \$25.00

On January 30, 2018, a bank draft for \$37.08 was posted to the CIS system. On February 01, 2018, the payment was returned to us "*insufficient funds*". The item was returned to us due to banking information was not updated by bank 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.

8. Account Number 267434-25684 \$25.00

On March 06, 2018, a draft payment for \$46.22 was posted to the CIS system. On March 06, 2018, the payment was returned to us "*payment stopped*". 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 estate should be penalized for this incident.

9. Account Number 97302-31268 \$40.00

On February 28, 2018, a payment for \$369.58 was posted to the CIS system. On March 01, 2018, the payment was returned to us "*stop payment*". The item was returned to us due to customer made a payment that 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.

10. Account Number 248444-45275 \$30.00

On March 08, 2018, an on-line payment for \$73.20 was posted to the CIS system. On March 12, 2018, the payment was returned to us "*non-transaction account*". The item was returned to us due to customer made a payment that 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.

11. Account Number 202207-150220 \$30.00

On March 14, 2018, a draft payment for \$76.02 was posted to the CIS system. On March 15, 2018, 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.

General

Payment History

Adjustment Detail

Customer: 257927 [REDACTED]

Master Bill Number: [REDACTED]

Premises: 4E990 [REDACTED]

Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
21-MAR-2018	15-MAR-2018	GBR2	Curbside Solid Waste	14.33	111.52
21-MAR-2018	15-MAR-2018	SRES	Sewer Usage	66.20	97.19
21-MAR-2018	15-MAR-2018	WRES	Water Usage	30.99	30.99
21-MAR-2018	09-MAR-2018	N/A	Payment PYWB	196.47	0.00
21-MAR-2018	28-FEB-2018	N/A	Adjustment LPWD	-5.00	196.47
16-FEB-2018	16-FEB-2018	N/A	Late Payment Fee	5.00	201.47
16-FEB-2018	15-FEB-2018	N/A	Returned Item Service Fee	30.00	196.47
16-FEB-2018	15-FEB-2018	N/A	Payment Reversal	-92.57	166.47
16-FEB-2018	13-FEB-2018	GBR2	Curbside Solid Waste	14.33	73.90
16-FEB-2018	13-FEB-2018	SRES	Sewer Usage	41.51	59.57
16-FEB-2018	13-FEB-2018	WRES	Water Usage	18.06	18.06

Beginning Balance as of 19-MAY-2015 [REDACTED].00

Open Dispute

Sum Detail..

EnergyLink..

CB Appl.

Item Detail..

Bill Detail..

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000 [REDACTED]

PAGE 1
DATE/TIME: 02/15/18 23:41:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 02/13/18 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 02/15/18

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

[REDACTED]

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 61.25 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R09 UNCOLLECTED FUNDS RETURN POST DATE: 02/15/18

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

02/13/18 00257927 45990 [REDACTED] 92.57 [REDACTED] [REDACTED]

TOTALS FOR R09 # DEBITS: 1 DEBIT AMOUNT: 92.57 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R16 ACCT FRZN/RET PER OFAC RETURN POST DATE: 02/15/18

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

[REDACTED]

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 94.48 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0	248.30	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

General Payment History Adjustment Detail

Customer: 225641 Master Bill Number:
 Premises: 62238 Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	02-MAR-2018	N/A	Payment PYMV	150.46	0.00
27-FEB-2018	23-FEB-2018	N/A	Late Payment Fee	5.00	150.46
27-FEB-2018	22-FEB-2018	GBR2	Curbside Solid Waste	14.33	145.46
27-FEB-2018	22-FEB-2018	SRES	Sewer Usage	29.41	131.13
27-FEB-2018	22-FEB-2018	WRES	Water Usage	12.58	101.72
27-FEB-2018	22-FEB-2018	N/A	Returned Item Service Fee	30.00	89.14
27-FEB-2018	22-FEB-2018	N/A	Payment Reversal	-59.14	59.14
27-FEB-2018	21-FEB-2018	N/A	Payment DRFT	59.14	0.00
30-JAN-2018	25-JAN-2018	GBR2	Curbside Solid Waste	14.33	59.14
30-JAN-2018	25-JAN-2018	SRES	Sewer Usage	31.35	44.81
30-JAN-2018	25-JAN-2018	WRES	Water Usage	13.46	13.46

Beginning Balance as of 27-SEP-2012 .00

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

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000

PAGE 2
DATE/TIME: 02/22/18 23:38:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 02/21/18 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 02/22/18

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT	RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
02/21/18	00056976	68095 IDA FAUST	14.00	063100277	898080430420	27	063100277643352	063100279515372
						DR	18051017643352	18053009515372

TOTALS FOR R01 # DEBITS: 3 DEBIT AMOUNT: 165.62 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 02/22/18

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT	RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
02/21/18	00225641	63238	59.14					

TOTALS FOR R02 # DEBITS: 2 DEBIT AMOUNT: 116.87 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	5	0	282.49	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: 1E980 [icon] [redacted] Master Bill Number: [redacted]
 Premises: 1E044 [icon] [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
05-FEB-2018	01-FEB-2018	GBR2	Curbside Solid Waste	14.33	166.64
05-FEB-2018	01-FEB-2018	SRES	Sewer Usage	35.71	152.31
05-FEB-2018	01-FEB-2018	WRES	Water Usage	15.43	116.60
05-FEB-2018	31-JAN-2018	N/A	Late Payment Fee	5.00	101.17
05-FEB-2018	23-JAN-2018	N/A	Returned Mem Service Fee	30.00	96.17
05-FEB-2018	23-JAN-2018	N/A	Payment Reversal	-66.17	66.17
05-FEB-2018	18-JAN-2018	N/A	Payment LBSC	66.17	0.00
04-JAN-2018	02-JAN-2018	GBR2	Curbside Solid Waste	14.33	66.17
04-JAN-2018	02-JAN-2018	SRES	Sewer Usage	36.19	51.84
04-JAN-2018	02-JAN-2018	WRES	Water Usage	15.65	15.65
04-JAN-2018	15-DEC-2017	N/A	Payment LBSC	66.97	0.00

Beginning Balance as of 07-SEP-2001 49.03

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

BANK OF AMERICA, N.A.
CENTRAL RETURN ITEMS

Page 001 of [redacted]
Bank : [redacted]
Center : [redacted]
Divider: [redacted]
Code : [redacted]

H

0000253 8359306 0001 008239 10Z
MANATEE CTY BOARD OF CO COMM
UTILITY DEPOSIT ACCOUNT
1115 MANATEE AVE W
BRADENTON FL 34205-7803
US

Deposit account:xxxxxxxxx [redacted]
Charge account :xxxxxxxxx [redacted]
Store/Reference:0000000 [redacted]

2000/1000 195000 194000 906558 85200

Date of Notice: 01-23-2018

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): 66.17

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
1/18/2018	[redacted]	[redacted]	Frozen/Blocked Account	66.17

RECEIVED
JAN 29 2018
MANATEE COUNTY
CLERK OF CIRCUIT COURT

If you have any questions or need additional information, please contact one of our Customer Service Representatives at 1.888.400.9009. We appreciate your business and look forward to serving you in the future.

Sincerely,
Returns & Exceptions

General **Payment History** Adjustment Detail

Customer: 76635 [redacted] Master Bill Number: [redacted]
 Premises: 76684 [redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
02-MAR-2018	01-MAR-2018	N/A	Bradenton Beach Utility Tax	1.32	115.79
02-MAR-2018	01-MAR-2018	SRES	Sewer Usage	30.87	114.47
02-MAR-2018	01-MAR-2018	WRES	Water Usage	13.24	83.60
02-MAR-2018	01-MAR-2018	N/A	Late Payment Fee	5.00	70.36
02-MAR-2018	28-FEB-2018	N/A	Returned Item Service Fee	25.00	65.36
02-MAR-2018	28-FEB-2018	N/A	Payment Reversal	-40.36	40.36
02-MAR-2018	24-FEB-2018	N/A	Payment DRFT	40.36	0.00
02-FEB-2018	01-FEB-2018	N/A	Bradenton Beach Utility Tax	1.17	40.36
02-FEB-2018	01-FEB-2018	SRES	Sewer Usage	27.48	39.19
02-FEB-2018	01-FEB-2018	WRES	Water Usage	11.71	11.71
02-FEB-2018	25-JAN-2018	N/A	Payment DRFT	37.45	0.00

Beginning Balance as of 02-DEC-1999 [redacted].00

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

420 DIRECT
E: VA

BANK OF AMERICA, N A
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000

PAGE 1
DATE/TIME: 02/28/18 23:43:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 02/26/18 CO DISC DATA: UTILITIES BILLING ✓
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 02/28/18 ✓

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

02/26/18 00076635 76684 40.36

TOTALS FOR R02 # DEBITS: 2 DEBIT AMOUNT: 95.22 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0	95.22	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: 19677 [Redacted] Master Bill Number: [Redacted]
 Premises: 19694 [Redacted] Status: Active
 View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	12-MAR-2018	N/A	Payment CCMV	93.54	0.00
	12-MAR-2018	N/A	Adjustment LPWD	-5.00	93.54
08-MAR-2018	06-MAR-2018	N/A	Late Payment Fee	5.00	98.54
08-MAR-2018	05-MAR-2018	SRES	Sewer Usage	24.09	93.54
08-MAR-2018	05-MAR-2018	WRES	Water Usage	10.18	69.45
08-MAR-2018	23-FEB-2018	N/A	Returned Item Service Fee	25.00	59.27
08-MAR-2018	23-FEB-2018	N/A	Payment Reversal	-34.27	34.27
08-MAR-2018	20-FEB-2018	N/A	Payment LBSC	34.27	0.00
07-FEB-2018	02-FEB-2018	SRES	Sewer Usage	24.09	34.27
07-FEB-2018	02-FEB-2018	WRES	Water Usage	10.18	10.18
07-FEB-2018	16-JAN-2018	N/A	Payment LBSC	34.96	0.00

Beginning Balance as of 07-NOV-2006 28.31

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

BANK OF AMERICA, N.A.
CENTRAL RETURN ITEMS

RECEIVED

MAR - 2 2018

MANATEE COUNTY
CLERK OF CIRCUIT COURT

Page 001 of [REDACTED]
Bank : [REDACTED]
Center : [REDACTED]
Divider: [REDACTED]
Code [REDACTED]

H



>000053 8466483 0001 008239 10Z
MANATEE CTY BOARD OF CO COMM
UTILITY DEPOSIT ACCOUNT
1115 MANATEE AVE W
BRADENTON FL 34205-7803
US

Deposit account:xxxxxxxxx [REDACTED]
Charge account :xxxxxxxxx [REDACTED]
Store/Reference:0000000 [REDACTED]

2008/1000 151000 940000 8949918 ES000

Date of Notice: 02-23-2018

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): 34.27

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
2/20/2018	[REDACTED]	[REDACTED]	Stop Payment	34.27

If you have any questions or need additional information, please contact one of our Customer Service Representatives at 1.888.400.9009. We appreciate your business and look forward to serving you in the future.

Sincerely,
Returns & Exceptions

General **Payment History** Adjustment Detail

Customer: 19794 [REDACTED] Master Bill Number: [REDACTED]
 Premises: 19803 [REDACTED] Status: Inactive

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
07-FEB-2018	02-FEB-2018	N/A	Late Payment Fee	5.00	67.08
07-FEB-2018	01-FEB-2018	N/A	Returned Item Service Fee	25.00	62.08
07-FEB-2018	01-FEB-2018	N/A	Payment Reversal	-37.08	37.08
07-FEB-2018	30-JAN-2018	N/A	Payment DRFT	37.08	0.00
08-JAN-2018	08-JAN-2018	N/A	Payment PYWB	67.78	37.08
08-JAN-2018	04-JAN-2018	SRES	Sewer Usage	26.03	104.86
08-JAN-2018	04-JAN-2018	WRES	Water Usage	11.05	78.83
08-JAN-2018	04-JAN-2018	N/A	Late Payment Fee	5.00	67.78
08-JAN-2018	03-JAN-2018	N/A	Returned Item Service Fee	25.00	62.78
08-JAN-2018	03-JAN-2018	N/A	Payment Reversal	-37.78	37.78
08-JAN-2018	29-DEC-2017	N/A	Payment DRFT	37.78	0.00

Beginning Balance as of 08-JAN-2007 27.89

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

CRO3420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 0611DC277 ACCT #: 000000

PAGE 2
DATE/TIME: 01/03/18 23:42:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 12/29/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 01/03/18

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
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12/29/17	00019794	1980	37.78				
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TOTALS FOR R01 # DEBITS: 2 DEBIT AMOUNT: 87.51 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 01/03/18

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: 38.48 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY	-----DEBITS-----			-----CREDITS-----			
	TYPES OF RETURNS	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0		125.99	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 ***

CRO3420 DIRECT
SITE: VA

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

PAGE 1
DATE/TIME: 02/01/18 23:40:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 01/30/18 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 02/01/18

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
01/30/18	00019794	19808	37.08				

TOTALS FOR R02 # DEBITS 1 DEBIT AMOUNT: 37.08 # CREDITS 0 CREDIT AMOUNT 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	37.08	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



General Payment History Adjustment Detail

Customer: 287434 [Redacted] Master Bill Number: [Redacted]
 Premises: 25684 [Redacted] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	15-MAR-2018	N/A	Payment LBSC	76.22	38.48
14-MAR-2018	08-MAR-2018	SRES	Sewer Usage	26.99	114.70
14-MAR-2018	08-MAR-2018	WRES	Water Usage	11.49	87.71
14-MAR-2018	07-MAR-2018	N/A	Late Payment Fee	5.00	76.22
14-MAR-2018	06-MAR-2018	N/A	Returned Item Service Fee	25.00	71.22
14-MAR-2018	06-MAR-2018	N/A	Payment Reversal	-46.22	46.22
14-MAR-2018	06-MAR-2018	N/A	Payment DRFT	46.22	0.00
12-FEB-2018	07-FEB-2018	SRES	Sewer Usage	32.32	46.22
12-FEB-2018	07-FEB-2018	WRES	Water Usage	13.90	13.90
12-FEB-2018	03-FEB-2018	N/A	Payment DRFT	41.22	0.00
12-JAN-2018	10-JAN-2018	SRES	Sewer Usage	29.90	41.22

Beginning Balance as of 13-APR-2016 .00

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

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RTN: 063100277 ACCT #: 0000000

PAGE 3
DATE/TIME: 03/06/18 23:40:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 03/06/18 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R08 PAYMENT STOPPED RETURN POST DATE: 03/06/18

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
03/06/18	00267434	25684	46.22				

TOTALS FOR R08 # DEBITS: 1 DEBIT AMOUNT: 46.22 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	46.22	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: 97302 [redacted] Master Bill Number: [redacted]
 Premises: 31268 [redacted] Status: Inactive

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
14-MAR-2018	12-MAR-2018	N/A	Adjustment RCRV	-369.58	40.00
14-MAR-2018	08-MAR-2018	N/A	Credit Bal Refund	369.58	409.58
14-MAR-2018	01-MAR-2018	N/A	Returned Item Service Fee	40.00	40.00
14-MAR-2018	01-MAR-2018	N/A	Payment Reversal	-369.58	0.00
14-MAR-2018	28-FEB-2018	N/A	Payment LBSC	369.58	-369.58
12-FEB-2018	17-JAN-2018	N/A	Payment LBSC	33.06	0.00
27-DEC-2017	27-DEC-2017	GBR2	Curbside Solid Waste	10.51	33.06
27-DEC-2017	27-DEC-2017	SRES	Sewer Usage	15.89	22.55
27-DEC-2017	27-DEC-2017	WRES	Water Usage	6.66	6.66
13-MAY-2013	25-APR-2013	N/A	Credit Bal Refund	40.94	0.00
13-MAY-2013	17-APR-2013	N/A	Adjustment TARF	-11.34	-40.94

Beginning Balance as of 13-OCT-2003 .00

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

BANK OF AMERICA, N.A.
EAST RETURN ITEMS

Page 001 of [REDACTED]
Bank : [REDACTED]
Center : [REDACTED]
Divider: [REDACTED]
Code : [REDACTED]

H



>001742 8488629 0001 008239 10Z
MANATEE CTY BOARD OF CO COMM
UTILITY DEPOSIT ACCOUNT
1115 MANATEE AVE W
BRADENTON FL 34205-7803
US

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

Date of Notice: 03-01-2018

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): 369.58

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
2/28/2018	[REDACTED]	[REDACTED]	Stop Payment	369.58

RECEIVED

MAR - 5 2018

MANATEE COUNTY
CLERK OF CIRCUIT COURT

If you have any questions or need additional information, please contact one of our Customer Service Representatives at 1.888.400.9009. We appreciate your business and look forward to serving you in the future.

Sincerely,
Returns & Exceptions

01742 8488629 003415 008239 0001/0002

General | **Payment History** | Adjustment Detail

Customer: 248444 [icon] [redacted] Master Bill Number: [redacted]
 Premises: 45275 [icon] [redacted] Status: Active
 View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
20-MAR-2018	20-MAR-2018	N/A	Payment PYWB	73.20	114.44
20-MAR-2018	19-MAR-2018	N/A	Adjustment LPWD	-5.00	187.64
20-MAR-2018	14-MAR-2018	GBR2	Curbside Solid Waste	14.33	192.64
20-MAR-2018	14-MAR-2018	SRES	Sewer Usage	48.77	178.31
20-MAR-2018	14-MAR-2018	WRES	Water Usage	21.34	129.54
20-MAR-2018	13-MAR-2018	N/A	Late Payment Fee	5.00	108.20
20-MAR-2018	12-MAR-2018	N/A	Returned Item Service Fee	30.00	103.20
20-MAR-2018	12-MAR-2018	N/A	Payment Reversal	-73.20	73.20
20-MAR-2018	08-MAR-2018	N/A	Payment PYWB	73.20	0.00
15-FEB-2018	12-FEB-2018	GBR2	Curbside Solid Waste	14.33	73.20
15-FEB-2018	12-FEB-2018	SRES	Sewer Usage	41.03	58.87

Beginning Balance as of 23-JUL-2014 [redacted] .00

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

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RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

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DATE/TIME: 03/12/18 06:49:00
** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MUTILITIES ENTRY DESC: UTIL PYMT SEC: PPD EFF DATE: 03/09/18 CO DISC DATA: REMOTEPAY ✓
POINT: FISERV1 APPL: MCBCCOM11 TYPE:
RETURN REASON CODE: R20 NON TRANSACTION ACCT RETURN POST DATE: 03/12/18 ✓

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

03/09/18 34927003

248444-45275

73.20

TOTALS FOR R20 # DEBITS: 1 DEBIT AMOUNT: 73.20 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	73.20	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

General Payment History Adjustment Detail

Customer: 202207 [REDACTED] Master Bill Number: [REDACTED]
 Premises: 1E0220 [REDACTED] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	15-MAR-2018	N/A	Returned Item Service Fee	30.00	30.00
	15-MAR-2018	N/A	Payment Reversal	-76.02	0.00
	14-MAR-2018	N/A	Payment DRFT	76.02	-76.02
	27-FEB-2018	N/A	Payment RPPM	76.02	0.00
20-FEB-2018	14-FEB-2018	GBR2	Curbside Solid Waste	14.33	76.02
20-FEB-2018	14-FEB-2018	SRES	Sewer Usage	42.97	61.69
20-FEB-2018	14-FEB-2018	WRES	Water Usage	18.72	18.72
20-FEB-2018	14-FEB-2018	N/A	Payment DRFT	61.25	0.00
23-JAN-2018	19-JAN-2018	GBR2	Curbside Solid Waste	14.33	61.25
23-JAN-2018	19-JAN-2018	SRES	Sewer Usage	32.80	46.92
03-JAN-2018	19-JAN-2018	WRES	Water Usage	14.12	14.12

Beginning Balance as of 21-OCT-2016 .00

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

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DATE/TIME: 03/15/18 23:50:00
** CONFIDENTIAL **

RTN: 063100277 ACCT #: 00000000

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 03/14/18 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 03/15/18

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

03/14/18 00202207 150220 [REDACTED] 76.02 [REDACTED]
[REDACTED]
DR 18092012982581 18074011443199

TOTALS FOR R01 # DEBITS: 2 DEBIT AMOUNT: 121.10 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 03/15/18

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

[REDACTED]

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 119.42 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	DEBITS			CREDITS		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0	240.52	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 ***