

MEMORANDUM



To: Vicki Tessmer, Board Records
From: Tina Smith, Team Supervisor, Utilities Customer Service
Date: May 8, 2018
Through: Gwen Detone, Business Services Manager, Utilities Department *(GME)*
Subject: Place Customer # 276828-105433 on the Clerk Consent Calendar

Please place account # 276828-105433 on the Clerk's consent calendar for a refund of \$ 1589.78.

Background/Discussion:

This customer had an irrigation leak that caused the water bills to spike. The customer continued to pay their bill in full each month while the account was under review. Once the billing department received the documentation for the repair an adjustment was made to the water portion of the bill for the months of January, February and March.

Utilities Customer Service is requesting a refund of \$ 1589.78 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

LARRY BUSTLE * CHARLES B. SMITH * JOHN R. CHAPPIE * ROBIN DISABATINO * VANESSA BAUGH * CAROL WHITMORE * BETSY BENAC
District 1 District 2 District 3 District 4 District 5 District 6 District 7

APPROVED In Open Session
Manatee County Board of County Commissioners

From: [Tina Smith](#)
 To: [Vicki Tessmer](#)
 Subject: Clerk's Consent
 Date: Tuesday, May 08, 2018 1:46:40 PM
 Attachments: [image001.png](#)
[276828.PDF](#)

5/22/18

Good Afternoon,

Please add this to the Clerk's Consent calendar.

Thank you,
Tina

Tina Smith
Customer Service Team Lead

Customer:
 Premises: Master Bill Number:
 Status:
 View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|----------------------|----------|----------|
| 27-APR-2018 | 27-APR-2018 | N/A | Adjustment WTCD | -831.59 | -1589.78 |
| 27-APR-2018 | 27-APR-2018 | N/A | Adjustment WTCD | -631.91 | -758.19 |
| 27-APR-2018 | 27-APR-2018 | N/A | Adjustment WTCD | -241.77 | -126.28 |
| 27-APR-2018 | 24-APR-2018 | GBR2 | Curbside Solid Waste | 14.33 | 115.49 |
| 27-APR-2018 | 24-APR-2018 | SRES | Sewer Usage | 56.94 | 101.16 |
| 27-APR-2018 | 24-APR-2018 | SRES | Sewer Usage | 11.91 | 44.22 |
| 27-APR-2018 | 24-APR-2018 | WRES | Water Usage | 26.73 | 32.31 |
| 27-APR-2018 | 24-APR-2018 | WRES | Water Usage | 5.58 | 5.58 |
| 27-APR-2018 | 05-APR-2018 | N/A | Payment PRVC | 445.43 | 0.00 |
| 29-MAR-2018 | 26-MAR-2018 | GBR2 | Curbside Solid Waste | 14.33 | 445.43 |
| 29-MAR-2018 | 26-MAR-2018 | SRES | Sewer Usage | 70.07 | 431.10 |