

# MEMORANDUM

APPROVED In Open Session  
Manatee County Board of County Commissioners

7/24/18



To: Vicki Tessmer, Board Record  
Thru: Gwen Detone, Business Services Manager  
From: Kathy J Horne, Customer Service Team Supervisor  
Date: 26-Jun-2018  
Subject: Place Customer #7111-81874 on Consent Calendar

*Kathy J. Horne*

Please place account #7111-81874 on the Clerk's Consent calendar for Board approval to refund the amount of <\$2165.60>

## Background Discussion:

13-Jun-2013 An 8" unmetered fireline was activated at this address when the service order to activate the Wire Transfer account was closed. The correct size was a 6" unmetered fireline.

10-May-2018 A Field Audit was performed at the Port of Manatee to identify all unmetered firelines. The size, location, address and/or warehouse they serviced was verified.

16-May-2018 A Non-Compliance field representative verified there was a 6" unmetered fireline that serviced this address at warehouse #2. The 8" unmetered fireline actually serviced 13230 Easter Ave at warehouse #7.

16-May-2018 A credit amount of \$2214.20 was issued for all charges billed in error for an 8" unmetered fireline on account # 7111-81874. Utilities Customer Service/Billing is requesting a refund in the amount of \$2165.60 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/Billing Team Supervisor  
Colleen Harris-Dibble, Supervisor, Accounts Control  
Carmen Camarda, Customer Service Representative II

Utilities  
Administration  
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