

APPROVED in Open Session

11/16/2021

Manatee County Board of County
Commissioners



Board of County Commissioners November 16, 2021 - Regular Meeting

SUBJECT

AUTHORIZATION TO WAIVE SERVICE FEES ASSESSED TO UTILITY CUSTOMER ACCOUNTS

Category

CONSENT AGENDA

Briefings

None

Contact and/or Presenter Information

Heather Dilldine, Business Operations Manager (ext 4966)

Colleen Harris-Dibble, Accounts Control Supervisor (ext 5309)

Action Requested

Authorization to waive a total of \$715.00 in service fees that are 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 25 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 fee for the utility customers included on the attached list.

Attorney Review

Not Reviewed (No apparent legal issues)

Instructions to Board Records

[Emailed 11/19/2021](#)

Copy to Colleen Harris, Accounts Control Supervisor, and Carmen Camarda, Customer Service Representative II, Utilities Department

Cost and Funds Source Account Number and Name

\$715.00 Total / 4010000000-369000 Miscellaneous Revenue

Amount and Frequency of Recurring Costs

N/A

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Utility Customer List

The Utilities Department is requesting authorization to waive the returned item service fees for the utility customers/accounts listed below:

1. Account Number 288811-66158 \$30.00

On June 16, 2021, a payment for \$91.56 was posted to the CIS system. On June 23, 2021, 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 \$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 223074-58366 \$30.00

On June 23, 2021, a payment for \$95.00 was posted to the CIS system. On June 25, 2021, the payment was returned to us "*stop payment*". The item was returned to us due to banking information was not updated by bank 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 214065-142387 \$30.00

On June 18, 2021, a draft payment for \$78.90 was posted to the CIS system. On June 18, 2021, 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 \$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 136589-114132 \$30.00

On July 8, 2021, a payment for \$61.67 was posted to the CIS system. On July 12, 2021, the payment was returned to us "*stop payment*". The item was returned to us due to banking information was not updated by bank 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.

5. Account Number 198360-9164 \$30.00

On July 2, 2021, a draft payment for \$63.13 was posted to the CIS system. On July 26, 2021, the payment was returned to us "*customer advises incorrect*". 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.

6. Account Number 74986-76831 \$30.00

On July 23, 2021, an on-line payment for \$77.41 was posted to the CIS system. On July 30, 2021, 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 \$30.00 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 5312-5283

\$25.00

On June 30, 2021, a payment for \$43.17 was posted to the CIS system. On July 8, 2021, the payment was returned to us "*account frozen*". The item was returned to us because the 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.

8. Account Number 298532-114570

\$30.00

On July 27, 2021, a payment for \$89.45 was posted to the CIS system. On July 28, 2021, the payment was returned to us "*closed account*". The item was returned to us due to banking information was not updated by bank 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.

9. Account Number 125712-35805

\$30.00

On August 7, 2021, a draft payment for \$165.36 was posted to the CIS system. On August 10, 2021, the payment was returned to us "*beneficiary deceased*". The item was returned to us because the account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

10. Account Number 51022-50879

\$30.00

On August 10, 2021, a draft payment for \$86.53 was posted to the CIS system. On August 11, 2021, the payment was returned to us "*account closed*". The item was returned to us due to banking information was compromised 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 253040-13141

\$30.00

On July 28, 2021, an on-line payment for \$50.71 was posted to the CIS system. On August 4, 2021, 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 \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

12. Account Number 159840-124258

\$30.00

On June 17, 2021, a draft payment for \$55.10 was posted to the CIS system. On June 17, 2021, the payment was returned to us "*account frozen/ret per ofac*". 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.

13. Account Number 12128-11458

\$30.00

On July 28, 2021, an on-line payment for \$131.39 was posted to the CIS system. On August 3, 2021, the payment was returned to us "*account closed*". The item was returned to us because the account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

14. Account Number 40532-40054

\$30.00

On August 17, 2021, a draft payment for \$60.94 was posted to the CIS system. On August 17, 2021, the payment was returned to us "*account closed*". The item was returned to us because the account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

15. Account Number 70186-70243

\$30.00

On August 6, 2021, a payment for \$57.29 was posted to the CIS system. On August 10, 2021, the payment was returned to us "*closed account*". The item was returned to us due to banking information was not updated by bank 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.

16. Account Number 244810-144838

\$25.00

On August 13, 2021, a payment for \$14.33 was posted to the CIS system. On August 20, 2021, 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.

17. Account Number 312182-104768

\$30.00

On August 5, 2021, a payment for \$100.00 was posted to the CIS system. On August 10, 2021, the payment was returned to us "*closed account*". 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.

18. Account Number 116684-107617

\$25.00

On July 21, 2021, a draft payment for \$31.99 was posted to the CIS system. On July 23, 2021, the payment was returned to us "*closed account*". 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.

19. Account Number 116684-107617

\$25.00

On July 30, 2021, a draft payment for \$7.47 was posted to the CIS system. On August 3, 2021, the payment was returned to us "*closed account*". 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.

20. Account Number 256844-128064

\$25.00

On August 17, 2021, a draft payment for \$6.44 was posted to the CIS system. On August 19, 2021, 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.

21. Account Number 24482-24398

\$30.00

On September 4, 2021, a draft payment for \$65.62 was posted to the CIS system. On September 9, 2021, the payment was returned to us "*account frozen/retain per ofac*". The item was returned to us because the account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

22. Account Number 163920-69806

\$30.00

On August 18, 2021, a draft payment for \$67.52 was posted to the CIS system. On August 20, 2021, the payment was returned to us "*account frozen*". 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.

23. Account Number 2138-2141

\$25.00

On October 2, 2021, a draft payment for \$38.57 was posted to the CIS system. On October 5, 2021, the payment was returned to us "*account closed*". The item was returned to us because the 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.

24. Account Number 18805-18845

\$25.00

On October 1, 2021, a draft payment for \$31.99 was posted to the CIS system. On October 5, 2021, the payment was returned to us "*account closed*". The item was returned to us because the 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.

25. Account Number 49407-49246

\$30.00

On October 9, 2021, a draft payment for \$62.41 was posted to the CIS system. On October 13, 2021, 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 estate should be penalized for this incident.