



Government Relations

3647 Cortez Rd
Bradenton, FL 3421
Phone number: (941) 792-8811

MEMORANDUM

To: Vicki Tessmer, Supervisor Board Records
Through: Donya Bascianelli, Customer Experience Manager
From: Tina Smith, Customer Experience Supervisor-Accounts Control
Date: April 10, 2026
Subject: Refund Request

Refund Request Information

Petitioner:

Linda S Coleman
9724 Portside Ter
Bradenton, FL 34212-5297

Reason for Request:


The customer's meter had been estimated for an entire year, resulting in unusually high consumption readings. During this time, the customer was unaware that they had a toilet issue contributing to the high usage. After the meter was replaced with a new AMI meter, the problem was identified and repaired. The customer continued to pay their bill in full each month, and the adjustment created a credit balance of \$2,398.69.

We are requesting a refund of the remaining credit balance of \$2398.69, minus any future monthly billing charges applied to the account.

Refund Amount: \$2,398.69

Account Number: 100093792

Authorization: Donya Bascianelli approved this refund request on 04/10/2026.

CC: Donya Bascianelli, Customer Experience Manager 
Tina Smith, Customer Experience Supervisor-Accounts Control
Tangermaria Lang, UCSFiscal@mymantee.org