

APPROVED in Open Session

5/19/2026

Manatee County Board of County
Commissioners



Utilities Department

3647 Cortez Rd West

Bradenton, FL 34210

Phone number: (941) 792-8811

MEMORANDUM

To: Vicki Tessmer, Supervisor, Board Records
Through: Dana Catlett, Customer Experience Division Manager
From: Donya Bascianelli, Customer Experience Manager
Date: April 28, 2026
Subject: Refund Request

Refund Request Information

Petitioner:

DD LR HTL LLC

6325 HEALTH PARK WAY LAKEWOOD RANCH, FL

Reason for request:

In February 2024, new compound meter registers were installed correctly in the field, but the high/low register information was entered in reverse in the UMAX billing system. Because compound meters were being estimated during the new system rollout, the error was not discovered until January 2026 when actual reads began flowing in.

A service order confirmed the register reversal. All charges were corrected, the register was fixed in Umax system, historical Neptune reads were applied, and the account was re-billed. The customer has already paid the inflated bills, and they are now requesting a refund. We are therefore requesting a refund of the remaining credit balance of \$237,607.81 minus any future billing charges made to the account

Refund Amount: \$237,607.81

Authorization:

Dana Catlett approved this refund request on 04/28/2026

A handwritten signature in black ink, appearing to be "DC", enclosed within a hand-drawn oval.

CC: Dana Catlett, Customer Experience Division Manager

Michelle Warren, Customer Experience Manager

Donya Bascianelli, Customer Experience Manager

Ucsfiscal@mymanatee.org

Vacant
District 1

AMANDA
BALLARD
District 2

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SIDDIQUE
District 3

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RAHN
District 4

DR. BOB
MCCANN
District 5

JASON
BEARDEN
At Large

GEORGE W.
KRUSE
At Large