



Utilities Department

3647 Cortez Rd West
Bradenton, FL 34210
Phone number: (941) 792-8811

MEMORANDUM

To: Vicki Tessmer, Supervisor, Board Records
Through: Michelle Warren, Customer Experience Manager
From: Janet Lopez, Customer Experience Supervisor
Date: August 31st, 2026
Subject: Refund Request

APPROVED in Open Session
9/22/2026
Manatee County Board of County
Commissioners

Refund Request Information

Petitioner:

John D. Lawson
9526 Baraboo Way, Parrish, FL 34219

Reason for request:

Mr. Lawson received two consecutive bills reflecting unusually high usage on his reclaimed meter, dated January 29, 2026, and February 26, 2026, respectively. He paid both bills while simultaneously investigating the cause of the increased usage. In February 2026, it was determined that the reclaimed meter was faulty. As a result, an adjustment was made to the account's reclaimed usage on August 12, 2026.

Following the adjustment, the account now reflects a credit balance of \$1,412.64. Mr. Lawson is requesting that the credit balance be refunded to him, less any applicable future monthly billing charges associated with the account.

Refund Amount: \$1,412.64

Account Number: 100181984

Case Number: C00183927

Authorization:

Michelle Warren approved this refund request on 8/31/2026.

CC: Michelle Warren, Customer Experience Manager
Janet Lopez, Customer Experience Supervisor

Tangermaria Lang, Ucsfiscal@mymanatee.org

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