APPROVED in Open Session
10/8/2026
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: Donya Bascianelli, Customer Experience Manager
From: Janet Lopez, Customer Experience Supervisor
Date: September 15th, 2026
Subject: Refund Request

Refund Request Information

Petitioner:

Valerie L. Nelson

6510 Spyglass Ln, Bradenton, FL 34202

Reason for request:

In August of 2025, Mrs. Nelson began to receive higher than average bills with excessive amounts of water consumption. After 10 months of receiving and paying these exorbitant bills, Mrs. Nelson hired someone to investigate and subsequently discovered there was a leak at her property. The leak was repaired and Mrs. Nelson submitted a request for adjustment to her account which was granted on August 27th, 2026, leaving a credit on the account in the amount of $4,845.36.

Mrs. Nelson has requested the credit amount of $4,845.36 be refunded to her minus any future billing charges made to the account.

Refund Amount: $4,845.36

Account Number: 100167643

Case Number: C002039968

Authorization:

Donya Bascianelli approved this refund request on 09/15/2026.

CC: Donya Bascianelli, Customer Experience Manager
Janet Lopez, Customer Experience Supervisor

Tangermaria Lang, Ucsfiscal@mymanatee.org

VACANT District 1 | AMANDA BALLARD District 2 | TAL SIDDIQUE District 3 | MIKE RAHN District 4 | DR. BOB MCCANN District 5 | JASON BEARDEN At Large | GEORGE W. KRUSE At Large