

MEMORANDUM

To: Vicki Tessmer, Board Record
Thru: Colleen Harris, Accounts Control Supervisor
From: Carmen Camarda, Customer Service Representative II
Date: April 2, 2018
Subject: Place Customer #252057-46822 on Consent Calendar.



Please place account #252057-46822 on the Clerk's Consent calendar to request Board approval to refund/fee waiver the amount of \$982.94.

Background/Discussion:

On March 7th, 2018 the customer's irrigation meter was misread by 103,200 gallons which resulted in the customer being overbilled. The customer paid the bill in full on March 9th. On March 26th the error was found and corrected which resulted in a credit balance of \$982.94 to the customer's account.

Therefore we are requesting a refund of \$982.94 on this account. To protect the privacy of our customers, names and addresses are not included with this request.

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cc: Colleen Harris, Accounts Control Supervisor
Carmen Camarda, Customer Service Representative II

County Administrator's Office
1112 Manatee Avenue West, Bradenton, FL 34205
Phone number: (941) 745-3717

General **Payment History** Adjustment Detail

Customer: 252057 PARKS, ALMA M. Master Bill Number:
 Premises: 46822 5414 61ST ST E Status: Inactive

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	26-MAR-2018	N/A	Adjustment WTCD	-982.94	-982.94
21-MAR-2018	09-MAR-2018	N/A	Payment PYWB	1178.31	0.00
07-MAR-2018	07-MAR-2018	GBR2	Curbside Solid Waste	10.99	1178.31
07-MAR-2018	07-MAR-2018	WIR2	Water Irrigation	1028.45	1167.32
07-MAR-2018	07-MAR-2018	SRES	Sewer Usage	29.19	138.87
07-MAR-2018	07-MAR-2018	WRES	Water Usage	12.65	109.68
16-FEB-2018	13-FEB-2018	GBR2	Curbside Solid Waste	14.33	97.03
16-FEB-2018	13-FEB-2018	WIR2	Water Irrigation	25.94	82.70
16-FEB-2018	13-FEB-2018	SRES	Sewer Usage	39.58	56.76
16-FEB-2018	13-FEB-2018	WRES	Water Usage	17.18	17.18
16-FEB-2018	12-FEB-2018	N/A	Payment PYWB	173.00	0.00

Beginning Balance as of 19-NOV-2014 .00

Open Dispute Sum Detail... EnergyLink... CB Appl. Item Detail... Bill Detail...

General

Note Number:

Type: Financial Adjustment
Customer: PARKS, ALMA M.
Premises: 5414 61ST ST E
Service:
Remind: Date:

Activity:
User ID:
Exp:
Origin:

Internal Only:

Line	Note Text	User ID	Date/Time
1	METER WAS MISREAD ON CHARGE DATE 3/7/18 LEVEL 102 WATER CREDIT ISS982.94	MWOODWARD	03/26/2018 15:35:17
2	CREDIT 103,200 GALLONS THE MOVE IN READING WAS WRONG	MWOODWARD	03/26/2018 15:35:17