


MEMORANDUM



To: Vicki Tessmer, Board Records
From: Tina Smith, Team Supervisor, Utilities Customer Service
Date: March 16, 2018
Through: Gwen Detone, Business Services Manager, Utilities Department 
Subject: Place Customer # **278697-42169** on the Clerk Consent Calendar

Please place account # **278697-42169** on the Clerk's consent calendar for a refund of **\$1030.46**.

Background/Discussion:

This customer was charged from April 5, 2017 to June 20, 2017 for two 4 yard bins, one picked up one time a week and the other bin picked up two times a week in error. There was an adjustment made to the account to correct the error, which created a credit balance on the account. The customer is requesting a refund of the credit balance.

Utilities Customer Service is requesting a refund of **\$1030.46** minus future billing charges/credit adjustments on this account. To protect the privacy of our customers, names and addresses are not included in this request.

Instructions to Board Records:

Copy to: Gwen Detone, Business Services Manager, Utilities Department
Dana Catlett, Assistant Manager, Customer Service, Utilities Department
Colleen Harris-Dibble, Supervisor, Account Control, Utilities Department
Tina Smith, Team Supervisor, Customer Service, Utilities Department

Utilities
Administration
4410 66th Street West, Bradenton, FL 34210
Phone number: (941) 792-8811



General Payment History Adjustment Detail

Customer: 278697 [Redacted] Master Bill Number: [Redacted]
 Premises: 42169 [Redacted] 711 60TH STREET CT E Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
22-FEB-2018	16-FEB-2018	GBC3	Commercial Can	20.19	-1030.46
22-FEB-2018	16-FEB-2018	WCOM	Water Usage	9.52	-1050.65
25-JAN-2018	22-JAN-2018	GBC3	Commercial Can	20.19	-1060.17
25-JAN-2018	22-JAN-2018	WCOM	Water Usage	9.30	-1080.36
21-DEC-2017	19-DEC-2017	GBC3	Commercial Can	20.19	-1089.66
21-DEC-2017	19-DEC-2017	WCOM	Water Usage	9.30	-1109.85
22-NOV-2017	17-NOV-2017	GBC3	Commercial Can	20.19	-1119.15
22-NOV-2017	17-NOV-2017	WCOM	Water Usage	9.30	-1139.34
25-OCT-2017	19-OCT-2017	GBC3	Commercial Can	20.19	-1148.64
25-OCT-2017	19-OCT-2017	WCOM	Water Usage	9.52	-1168.83
25-SEP-2017	20-SEP-2017	GBC3	Commercial Can	20.19	-1178.35

Beginning Balance as of 24-APR-2017 00

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