

**The Utilities Department received several returned item notifications from Bank of America for utility customers.**

**A letter was mailed to each utility customer requesting a cash replacement for the returned item along with payment of the returned item service fee which is based on the face value of the returned check.**

**Based on the information presented by the customer, the Utilities Department is hereby requesting authorization to waive the returned item service fees for the utility customers included on the attached list:**

**1. Account Number 283564-18606 \$30.00**

On December 28, 2019, an on-line payment for \$85.79 was posted to the CIS system. On January 2, 2019, the payment was returned to us "*account closed*". The item was returned to us due to customer was having payment issues with the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

**2. Account Number 216498-52131 \$30.00**

On December 18, 2018, a payment for \$90.86 was posted to the CIS system. On December 21, 2018, the payment was returned to us "*stop payment*". The item was returned to us because customer made 2 payments on the account and the check payment was stopped prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

**3. Account Number 110998-29739 \$30.00**

On January 7, 2019, a payment for \$85.06 was posted to the CIS system. On January 10, 2019, the payment was returned to us "*frozen/blocked account*". The item was returned to us due to banking information was not updated by bank prior to the payment process. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

RESOLUTION R-97-041

A RESOLUTION OF THE MANATEE COUNTY BOARD OF COUNTY COMMISSIONERS  
AND MANATEE COUNTY CIVIC CENTER AUTHORITY, OF MANATEE COUNTY, FLORIDA,  
ADOPTING A STANDARD SERVICE FEE FOR DISHONORED CHECKS  
OFFERED IN PAYMENT TO MANATEE COUNTY, AND  
AMENDING THE MANATEE COUNTY CODE

WHEREAS, Section 125.0105, Florida Statutes, authorizes the County to adopt a service fee not to exceed the service fees authorized under Section 832.08(5) or 5 percent of the face amount of checks, drafts, and orders, whichever is greater, for the collection of such instruments for the payment of money to the County; and

WHEREAS, the adoption of a uniform service fee for dishonored checks offered in payment to Manatee County is in the best interest of the citizens of Manatee County, Florida.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS  
AND THE CIVIC CENTER AUTHORITY OF MANATEE COUNTY, FLORIDA, that:

1. A service fee of an amount not to exceed \$25, if the face value does not exceed \$50, \$30 if the face value exceeds \$50 but does not exceed \$300, \$40 if the face value exceeds \$300 or five percent (5%) of the face amount of the check, draft or order, whichever is greater, shall be charged for collection of a dishonored check, draft, or order for the payment of money to Manatee County. The service fee shall be in addition to all other remedies and penalties provided by law. Proceeds from this fee shall be retained by Manatee County.
2. Manatee County Resolution R-91-237 is hereby rescinded in its entirety, and Section 3-12-24.13 of the Manatee County Code shall be amended as set forth herein
3. This resolution shall take effect immediately upon its adoption.

ADOPTED with a quorum present and voting this 10 day of March, 1997.

BOARD OF COUNTY COMMISSIONERS  
MANATEE COUNTY, FLORIDA

By: Patricia M. Glass  
Chairman

ATTEST: R. B. SHORE  
Clerk of Circuit Court  
and Comptroller

By: Russell Shore

RECEIVED  
MAR 25 1997  
ACCOUNTING DEPT

General **Payment History** Adjustment Detail

Customer: 110998  Master Bill Number:   
 Premises: 29739  Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	24-JAN-2019	N/A	Adjustment LPWD	-5.00	109.69
	22-JAN-2019	N/A	Payment PYMV	86.05	114.69
	10-JAN-2019	N/A	Returned Item Service Fee	30.00	200.74
	10-JAN-2019	N/A	Payment Reversal	-85.06	170.74
15-JAN-2019	15-JAN-2019	GBR3	Curbside Solid Waste	14.33	85.68
15-JAN-2019	15-JAN-2019	SRES	Sewer Usage	46.18	71.35
15-JAN-2019	15-JAN-2019	WRES	Water Usage	20.17	25.17
15-JAN-2019	07-JAN-2019	N/A	Payment LBSC	85.06	5.00
15-JAN-2019	04-JAN-2019	N/A	Late Payment Fee	5.00	90.06
12-DEC-2018	10-DEC-2018	GBR3	Curbside Solid Waste	14.33	85.06
12-DEC-2018	10-DEC-2018	SRES	Sewer Usage	49.20	70.73

Beginning Balance as of 15-NOV-2007

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General    Payment History    Adjustment Detail

Customer: 215498    Master Bill Number:   
 Premises: 52131    Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
17-JAN-2019	17-JAN-2019	GBR2	Curbside Solid Waste	14.33	112.09
17-JAN-2019	17-JAN-2019	WIR2	Water Irrigation	9.45	97.76
17-JAN-2019	17-JAN-2019	SRES	Sewer Usage	40.65	88.31
17-JAN-2019	17-JAN-2019	WRES	Water Usage	17.66	47.66
17-JAN-2019	04-JAN-2019	N/A	Payment PYWB	82.82	30.00
17-JAN-2019	21-DEC-2018	N/A	Returned Item Service Fee	30.00	112.82
17-JAN-2019	21-DEC-2018	N/A	Payment Reversal	-90.86	82.82
17-JAN-2019	18-DEC-2018	N/A	Payment WKSC	90.86	-8.04
14-DEC-2018	12-DEC-2018	GBR2	Curbside Solid Waste	14.33	82.82
14-DEC-2018	12-DEC-2018	WIR2	Water Irrigation	9.45	68.49
14-DEC-2018	12-DEC-2018	SRES	Sewer Usage	41.15	59.04

Beginning Balance as of 19-DEC-2011    .00

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

BANK OF AMERICA, N.A.  
EAST RETURN ITEMS

Page 001 of [REDACTED]  
Bank : [REDACTED]  
Center : [REDACTED]  
Divider: [REDACTED]  
Code [REDACTED]

H



>001698 2492565 0001 008239 10Z  
MANATEE CTY BOARD OF CO COMM  
UTILITY DEPOSIT ACCOUNT  
1115 MANATEE AVE W  
BRADENTON FL 34205-7803  
US

Deposit account:xxxxxxxxx [REDACTED]  
Charge account :xxxxxxxxx [REDACTED]  
Store/Reference:0000000 [REDACTED]

RECEIVED

DEC 31 2008

MANATEE COUNTY  
CLERK OF CIRCUIT COURT

Date of Notice: 12-21-2018

01698 2492565 003324 006647 0001/0002

Dear Valued Customer:

We're writing to notify you that the item or items listed below, which were deposited into your account have been returned unpaid. As a result, we've deducted them from your account. Fees for analyzed accounts are itemized on the account analysis statement.

Number of returned items: 1  
Amount of returned item(s): 90.86

Sequence/ Dep Date	ABA Number/ Dep Amount	Maker Name/ Check Date	Return Reason/ Additional Data	Amount
12/18/2018	[REDACTED]	[REDACTED]	Stop Payment	90.86

If you have any questions or need additional information, please contact one of our Customer Service Representatives at 1.888.400.9009. We appreciate your business and look forward to serving you in the future.

Sincerely,  
Returns & Exceptions

General **Payment History** Adjustment Detail

Customer: 28356- [REDACTED] Master Bill Number: [REDACTED]  
 Premises: 18806 [REDACTED] Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	22-JAN-2019	N/A	Adjustment LPWD	-5.00	91.67
	17-JAN-2019	N/A	Payment CCMV	29.81	96.67
	17-JAN-2019	N/A	Payment WCDT	55.00	126.48
09-JAN-2019	09-JAN-2019	GBR2	Curbside Solid Waste	14.33	181.48
09-JAN-2019	09-JAN-2019	SRES	Sewer Usage	33.10	167.15
09-JAN-2019	09-JAN-2019	WRES	Water Usage	14.24	134.05
09-JAN-2019	03-JAN-2019	N/A	Late Payment Fee	5.00	119.81
09-JAN-2019	02-JAN-2019	N/A	Returned Item Service Fee	30.00	114.81
09-JAN-2019	02-JAN-2019	N/A	Payment Reversal	-85.79	84.81
09-JAN-2019	01-JAN-2019	N/A	Water Deposit Interest Applied	-.98	-.98
09-JAN-2019	28-DEC-2018	N/A	Payment PYWB	85.79	0.00

Beginning Balance as of 12-SEP-2017 .00

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CR03320 DIRECT  
SITE: VA

BANK OF AMERICA, N.A.  
ACH SERVICES  
RETURNED ITEMS REPORT  
RTN: 063100277 ACCT #: 000

PAGE 2  
DATE/TIME: 01/03/19 06:51:00  
\*\* CONFIDENTIAL \*\*

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: PPD EFF DATE: 12/31/18 CO DISC DATA: REMOTEPAY  
POINT: FISERV1 APPL: MCBCCOM1 TYPE:  
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 01/02/19

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ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE  
ORIGINAL PAR RETURN PAR  
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12/31/18 51532530

85.79

TOTALS FOR R02 # DEBITS: 2 DEBIT AMOUNT: 218.43 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	2	0	218.43	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00