



MEMORANDUM



To: Vicki Tessmer, Board Record

Thru: Colleen Harris, Accounts Control Supervisor 

From: Carmen Camarda, Customer Service Representative II 

Date: **January 26, 2018**

Subject: Place Customer #6439-154774 on Consent Calendar.

Please place account #6439-154774 on the Clerk's Consent calendar to request Board approval to refund/fee waiver the amount of \$518.81.

Background/Discussion:

On January 4th, 2018 it was discovered that the reclaim meter and portable meter service levels were switched in the system, which caused the technician to enter the wrong meter reading in Banner. We adjusted the meter reading to reflect the correct class code which made a credit of -\$532.90 for water and -\$42.59 for sewer and reclaim was charged \$56.68. Adjustments were made on January 19, 2018 that resulted in a credit on the account totaling -\$518.81.

Therefore requesting a refund of \$-518.81 for this account. To protect the privacy of our customers, names and addresses are not included with this request.

:cic

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

Note Number: 15155742

Type: ADJ	Financial Adjustment	Activity: 01/19/2018 15:17:03
Customer: 6439	NEAL COMMUNITIES OF SW FLA INC	User ID: MWOODWARD
Premises: 154774	7790 RIDGELAKE CIR	Exp: 19-JAN-2021
Service: 101	WRES Wtr Res. Individual	Origin: UCANOTE
Remind:	Date:	Internal Only:

Line	Note Text	User ID	Date/Time
1	METERS WERE SWITCHED BETWEEN THE RECLAIM AND THE POTABLE	MWOODWARD	01/19/2018 15:17:03
2	ADJUSTED THE FIRST MONTH ON THIS CUSTOMER CHARGE DATE 11-27-17	MWOODWARD	01/19/2018 15:17:03
3	POTABLE WATER CREDIT IS \$532.90 SEWR \$42.59 RECLAIM SHOULD HAVE BEEN	MWOODWARD	01/19/2018 15:17:03
4	AND WAS DEBITED FOR \$56.68	MWOODWARD	01/19/2018 15:17:03