

MEMORANDUM



To: Vicki Tessmer, Board Records
From: Tina Smith, Team Supervisor, Utilities Customer Service
Date: April 24, 2018
Through: Gwen Detone, Business Services Manager, Utilities Department
Subject: Place Customer # **70118-70175** on the Clerk Consent Calendar

A handwritten signature or set of initials in blue ink, possibly "G.D.", is written over the "Through:" line of the memorandum.

Please place account # **70118-70175** on the Clerk's consent calendar for a refund of \$ **2160.46**.

Background/Discussion:

This customer had a water line break that caused the water bills to spike. The customer continued to pay their water bill in full each month while the account was under review. Once the billing department received the documentation for the repair an adjusted was made to the water portion of the bill for the months of February and March.

Utilities Customer Service is requesting a refund of \$ **2160.46** 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

Customer: 70118 Master Bill Number:
 Premises: 70175 4520 CORAL BLVD Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
02-APR-2018	01-APR-2018	GBR2	Curbside Solid Waste	14.33	-2180.46
02-APR-2018	01-APR-2018	REC1	Reclaimed Water Usage	12.30	-2174.79
02-APR-2018	01-APR-2018	SRES	Sewer Usage	36.67	-2187.09
02-APR-2018	01-APR-2018	WRES	Water Usage	15.87	-2223.76
02-APR-2018	16-MAR-2018	N/A	Payment WKSC	363.40	-2239.63
02-APR-2018	02-MAR-2018	N/A	Adjustment WTCD	-169.42	-1876.23
02-APR-2018	02-MAR-2018	N/A	Adjustment WTCD	-2070.21	-1706.81
01-MAR-2018	01-MAR-2018	GBR2	Curbside Solid Waste	14.33	363.40
01-MAR-2018	01-MAR-2018	REC1	Reclaimed Water Usage	10.75	349.07
01-MAR-2018	01-MAR-2018	SRES	Sewer Usage	70.07	338.32
01-MAR-2018	01-MAR-2018	WRES	Water Usage	268.25	268.25

Beginning Balance as of 01-FEB-2007 62.91

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