

# MEMORANDUM



To: Vicki Tessmer, Board Records  
From: Tina Smith, Team Supervisor, Utilities Customer Service  
Date: April 17, 2018  
Through: Gwen Detone, Business Services Manager, Utilities Department  
Subject: Place Customer # **218069-121719** on the Clerk Consent Calendar

A handwritten signature or set of initials in blue ink, possibly "Gwen" or "TD", is written next to the "Through:" line.

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Please place account # **218069-121719** on the Clerk's consent calendar for a refund of **\$861.14**.

### Background/Discussion:

This customer had a leak at the backflow 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 we received the documentation for the repair the billing department reviewed the account and adjusted the water bills for December, January, February and March.

Utilities Customer Service is requesting a refund of **\$861.14** 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 66<sup>th</sup> Street West, Bradenton, FL 34210  
Phone number: (941) 792-8811

General **Payment History** Adjustment Detail

Customer: 218069 [icon] [redacted] Master Bill Number: [redacted]  
 Premises: 121719 [icon] [redacted] Status: Active  
 View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
	05-APR-2018	N/A	Adjustment WTCD	-198.76	-861.14
	05-APR-2018	N/A	Adjustment WTCD	-232.56	-662.38
	05-APR-2018	N/A	Adjustment WTCD	-40.56	-429.82
	05-APR-2018	N/A	Adjustment WTCD	-420.71	-389.26
03-APR-2018	01-APR-2018	SRES	Sewer Usage	22.15	31.45
03-APR-2018	01-APR-2018	WRES	Water Usage	9.30	9.30
03-APR-2018	26-MAR-2018	N/A	Payment PYWB	662.05	0.00
05-MAR-2018	01-MAR-2018	SRES	Sewer Usage	70.07	662.05
05-MAR-2018	01-MAR-2018	WRES	Water Usage	591.98	591.98
05-MAR-2018	23-FEB-2018	N/A	Payment PYWB	173.49	0.00
02-FEB-2018	01-FEB-2018	SRES	Sewer Usage	70.07	173.49

Beginning Balance as of 03-APR-2015 00

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