

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 275077-23126 \$25.00

On July 4, 2017, a draft payment for \$14.33 was posted to the CIS system. On July 5, 2017, the payment was returned to us "*account closed*". The item was returned to us because the account was closed due to deceased. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

2. Account Number 207462-47787 \$30.00

On October 31, 2017, an on-line payment for \$60.55 was posted to the CIS system. On November 2, 2017, the payment was returned to us "*cust advises not authorized*". The item was returned to us due to banking information was not entered correctly 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 25346-25258 \$30.00

On October 31, 2017, a draft payment for \$57.73 was posted to the CIS system. On November 2, 2017, the payment was returned to us "*uncollected funds*". The item was returned to us because the account was closed due to deceased. We are requesting the \$30.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

4. Account Number 235808-17680 \$25.00

On October 24, 2017, a draft payment for \$57.73 was posted to the CIS system. On October 25, 2017, the payment was returned to us "*account closed*". The item was returned to us because the account was closed due to deceased. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the estate should be penalized for this incident.

5. Account Number 281745-149506 \$30.00

On November 15, 2017, an on-line payment for \$52.11 was posted to the CIS system. On November 16, 2017, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated 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.

6. Account Number 160888-113851 \$30.00

On November 7, 2017, a draft payment for \$118.13 was posted to the CIS system. On November 8, 2017, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated 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.

7. Account Number 254363-64958

\$30.00

On November 8, 2017, an on-line payment for \$76.72 was posted to the CIS system. On November 10, 2017, the payment was returned to us "*account closed*". The item was returned to us due to error on banking information was not updated 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.

8. Account Number 174201-27452

\$30.00

On November 15, 2017, an on-line payment for \$66.17 was posted to the CIS system. On November 17, 2017, the payment was returned to us "*stop payment*". The item was returned to us because a stop payment was placed on the check 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.

9. Account Number 99573-44922

\$30.00

On December 12, 2017, a draft payment for \$57.73 was posted to the CIS system. On December 13, 2017, the payment was returned to us "*insufficient funds*". The item was returned to us because the customer's bank account was closed due to fraudulent activity 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.

10. Account Number 285114-48863

\$25.00

On December 4, 2017, a payment for \$41.53 was posted to the CIS system. On December 6, 2017, the payment was returned to us "*uncollected funds hold*". The item was returned to us due to error on banking information was not updated prior to the payment process. We are requesting the \$25.00 return item fee waived as a "good will" effort because we do not feel the customer should be penalized for this incident.

General

Payment History

Adjustment Detail

Customer: 275077

Master Bill Number:

Premises: 23128

Status: Inactive

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|-------------------------------------|----------|---------|
| 13-NOV-2017 | 07-NOV-2017 | N/A | Payment PRVC *BAD DEBT* | 9.33 | 30.00 |
| 13-NOV-2017 | 06-NOV-2017 | N/A | Adjustment BDCT BDS:C | 14.33 | 39.33 |
| 13-NOV-2017 | 06-NOV-2017 | N/A | Adjustment BDCT BDS:C | 25.00 | 39.33 |
| 14-AUG-2017 | 03-AUG-2017 | N/A | Credit Bal Refund | 15.73 | 39.33 |
| 14-AUG-2017 | 05-JUL-2017 | N/A | Returned Item Fee/Garbage | 25.00 | 23.60 |
| 14-AUG-2017 | 05-JUL-2017 | N/A | Payment Reversal *BAD DEBT* | -14.33 | -1.40 |
| 26-JUL-2017 | 26-JUL-2017 | N/A | SolidWaste Deposit Interest Applied | -.06 | -15.73 |
| 26-JUL-2017 | 26-JUL-2017 | N/A | Solid Waste Deposit Reversal | -30.00 | -15.67 |
| 13-JUL-2017 | 10-JUL-2017 | GBR2 | Curbside Solid Waste | 14.33 | 14.33 |
| 13-JUL-2017 | 04-JUL-2017 | N/A | Payment DRFT *BAD DEBT* | 14.33 | 0.00 |
| 12-JUN-2017 | 09-JUN-2017 | GBR2 | Curbside Solid Waste | 14.33 | 14.33 |

Beginning Balance as of 12-DEC-2016 00

Open Dispute

Sum Detail...

EnergyLink...

CB Appl.

Item Detail...

Bill Detail...

DIRECT
VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

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DATE/TIME: 07/05/17 23:44:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 07/05/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED

RETURN POST DATE: 07/05/17 ✓

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|----------------------------|---------------|------------------|---------------------|----------------|----|------------------------------|-------------------------|
| 07/05/17 | 00275077 | 23126 [REDACTED] | 14.33 | [REDACTED] | | [REDACTED] | [REDACTED] |
| TOTALS FOR R02 ✓ # DEBITS: | | 1 | DEBIT AMOUNT: 14.33 | # CREDITS: | 0 | CREDIT AMOUNT: | 0.00 |

SUMMARY

| TYPES OF RETURNS | -DEBITS- | | | -CREDITS- | | |
|-------------------------|----------|-----------|--------|-----------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 1 | 0 | 14.33 | 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 |

*** END OF REPORT ***

General | Payment History | Adjustment Detail

Customer: 207482 [icon] [redacted] Master Bill Number: [redacted]
 Premises: 47787 [icon] [redacted] Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| 18-DEC-2017 | 18-DEC-2017 | WRES | Water Usage | 16.09 | 108.82 |
| 18-DEC-2017 | 11-DEC-2017 | N/A | Late Payment Fee | 5.00 | 92.73 |
| 16-NOV-2017 | 13-NOV-2017 | GBR2 | Curbside Solid Waste | 14.33 | 87.73 |
| 16-NOV-2017 | 13-NOV-2017 | SRES | Sewer Usage | 30.38 | 73.40 |
| 16-NOV-2017 | 13-NOV-2017 | WRES | Water Usage | 13.02 | 43.02 |
| 16-NOV-2017 | 09-NOV-2017 | N/A | Payment PYWB | 60.55 | 30.00 |
| 16-NOV-2017 | 02-NOV-2017 | N/A | Returned Item Service Fee | 30.00 | 90.55 |
| 16-NOV-2017 | 02-NOV-2017 | N/A | Payment Reversal | -60.55 | 60.55 |
| 16-NOV-2017 | 31-OCT-2017 | N/A | Payment PYWB | 60.55 | 0.00 |
| 19-OCT-2017 | 13-OCT-2017 | GBR2 | Curbside Solid Waste | 14.33 | 60.55 |
| 19-OCT-2017 | 13-OCT-2017 | SRES | Sewer Usage | 32.32 | 46.22 |

Beginning Balance as of 16-FEB-2011 00

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CR03320 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000

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DATE/TIME: 11/03/17 06:57:00
** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 11/01/17 CO DISC DATA: REMOTEPAY
POINT: FISERVI APPL: MCBCCOM1 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 11/02/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 47.90 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R10 CUST ADVISES NOT AUTH RETURN POST DATE: 11/02/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|

11/01/17 27907024 60.55

TOTALS FOR R10 # DEBITS: 1 DEBIT AMOUNT: 60.55 # CREDITS: 0 CREDIT AMOUNT: 0.00

| SUMMARY TYPES OF RETURNS | DEBITS | | | CREDITS | | |
|-----------------------------|---------|-----------|--------|---------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 2 | 0 | 108.45 | 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 |

General

Payment History

Adjustment Detail

Customer: 2E242

Master Bill Number:

Premises: 2E258

Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| 07-DEC-2017 | 05-DEC-2017 | GBR2 | Curbside Solid Waste | 14.33 | 45.08 |
| 07-DEC-2017 | 05-DEC-2017 | SRES | Sewer Usage | 21.67 | 30.75 |
| 07-DEC-2017 | 05-DEC-2017 | WRES | Water Usage | 9.08 | 9.08 |
| 07-DEC-2017 | 29-NOV-2017 | N/A | Payment DRFT | 142.02 | 0.00 |
| 07-NOV-2017 | 03-NOV-2017 | N/A | Late Payment Fee | 5.00 | 142.02 |
| 07-NOV-2017 | 02-NOV-2017 | N/A | Returned Item Service Fee | 30.00 | 137.02 |
| 07-NOV-2017 | 02-NOV-2017 | N/A | Payment Reversal | -57.73 | 107.02 |
| 07-NOV-2017 | 01-NOV-2017 | GBR2 | Curbside Solid Waste | 14.33 | 49.29 |
| 07-NOV-2017 | 01-NOV-2017 | SRES | Sewer Usage | 24.57 | 34.96 |
| 07-NOV-2017 | 01-NOV-2017 | WRES | Water Usage | 10.39 | 10.39 |
| 07-NOV-2017 | 31-OCT-2017 | N/A | Payment DRFT | 57.73 | 0.00 |

Beginning Balance as of 09-NOV-2000 28.75

Open Dispute

Sum Detail...

EnergyLink...

CB Appl.

Item Detail...

Bill Detail...

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000

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DATE/TIME: 11/02/17 23:50:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: CCD EFF DATE: 10/31/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPR:
RETURN REASON CODE: R09 UNCOLLECTED FUNDS RETURN POST DATE: 11/02/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|

| | | | | | | | |
|----------|----------|-------|-------|--|--|--|--|
| 10/31/17 | 00025346 | 25258 | 57.73 | | | | |
|----------|----------|-------|-------|--|--|--|--|

TOTALS FOR R09 # DEBITS: 1 DEBIT AMOUNT: 57.73 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

| TYPES OF RETURNS | -----DEBITS----- | | | -----CREDITS----- | | |
|-------------------------|------------------|-----------|--------|-------------------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 1 | 0 | 57.73 | 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 |

General

Payment History

Adjustment Detail

Customer: 235808

Master Bill Number:

Premises: 17880

Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| 01-DEC-2017 | 01-DEC-2017 | SRES | Sewer Usage | 22.64 | 153.26 |
| 01-DEC-2017 | 01-DEC-2017 | WRES | Water Usage | 9.52 | 130.62 |
| 01-DEC-2017 | 28-NOV-2017 | N/A | Late Payment Fee | 5.00 | 121.10 |
| 01-NOV-2017 | 01-NOV-2017 | SRES | Sewer Usage | 25.54 | 116.10 |
| 01-NOV-2017 | 01-NOV-2017 | WRES | Water Usage | 10.83 | 90.56 |
| 01-NOV-2017 | 26-OCT-2017 | N/A | Late Payment Fee | 5.00 | 79.73 |
| 01-NOV-2017 | 25-OCT-2017 | N/A | Returned Item Service Fee | 25.00 | 74.73 |
| 01-NOV-2017 | 25-OCT-2017 | N/A | Payment Reversal | -49.73 | 49.73 |
| 01-NOV-2017 | 24-OCT-2017 | N/A | Payment DRFT | 49.73 | 0.00 |
| 02-OCT-2017 | 01-OCT-2017 | SRES | Sewer Usage | 34.74 | 49.73 |
| 02-OCT-2017 | 01-OCT-2017 | WRES | Water Usage | 14.99 | 14.99 |

Beginning Balance as of 03-JUL-2013 .00

Open Dispute

Sum Detail...

EnergyLink...

CB Appt.

Item Detail...

B Detail...

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000

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DATE/TIME: 10/25/17 23:39:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 10/24/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 10/25/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|

[REDACTED]

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 87.91 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 10/25/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|

| | | | | | | | |
|----------|----------|-------|-------|--|--|--|--|
| 10/24/17 | 00235808 | 17680 | 49.73 | | | | |
|----------|----------|-------|-------|--|--|--|--|

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 49.73 # CREDITS: 0 CREDIT AMOUNT: 0.00

| SUMMARY TYPES OF RETURNS | DEBITS | | | CREDITS | | |
|-----------------------------|---------|-----------|--------|---------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 2 | 0 | 137.64 | 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 |

*** END OF REPORT ***

General | Payment History | Adjustment Detail

Customer: 281745 [redacted] Master Bill Number: [redacted]
 Premises: 149502 [redacted] Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| 21-DEC-2017 | 13-DEC-2017 | N/A | Payment PYWB | 45.08 | 0.00 |
| 22-NOV-2017 | 21-NOV-2017 | N/A | Payment PYWB | 82.11 | 45.08 |
| 22-NOV-2017 | 21-NOV-2017 | N/A | Adjustment LPWD | -5.00 | 127.19 |
| 22-NOV-2017 | 17-NOV-2017 | GBR2 | Curbside Solid Waste | 14.33 | 132.19 |
| 22-NOV-2017 | 17-NOV-2017 | SRES | Sewer Usage | 21.67 | 117.86 |
| 22-NOV-2017 | 17-NOV-2017 | WRES | Water Usage | 9.08 | 96.19 |
| 22-NOV-2017 | 17-NOV-2017 | N/A | Late Payment Fee | 5.00 | 87.11 |
| 22-NOV-2017 | 16-NOV-2017 | N/A | Returned Item Service Fee | 30.00 | 57.11 |
| 22-NOV-2017 | 16-NOV-2017 | N/A | Payment Reversal | -52.11 | 52.11 |
| 22-NOV-2017 | 15-NOV-2017 | N/A | Payment PYWB | 52.11 | 0.00 |
| 25-OCT-2017 | 19-OCT-2017 | GBR2 | Curbside Solid Waste | 14.33 | 52.11 |

Beginning Balance as of 25-JUL-2017 .00

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

320 DIRECT
TE: VA

BANK OF AMERICA, N.A.
ACH SERVICES

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DATE/TIME: 11/17/17 07:16:00

RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000

** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 11/16/17 CO DISC DATA: REMOTEPAY ✓
POINT: FISERV1 APPL: MCBCCOMI TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 11/16/17 ✓

ORIG DATE INDIVIDUAL ID INDIVIDUAL NAME AMOUNT RTN ACCOUNT NUMBER TC ORIG ITEM TRACE RETURN TRACE
ORIGINAL PAR RETURN PAR

11/16/17 28742377 [REDACTED] 52.11 [REDACTED] [REDACTED]
281745-149506

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 52.11 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

| TYPES OF RETURNS | -----DEBITS----- | | | -----CREDITS----- | | |
|-------------------------|------------------|-----------|--------|-------------------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 1 | 0 | 52.11 | 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 |

General

Payment History

Adjustment Detail

Customer: 120885

Master Bill Number:

Premises: 113851

Status: Inactive

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| 17-NOV-2017 | 08-NOV-2017 | N/A | Returned Item Service Fee | 50.00 | 30.00 |
| 17-NOV-2017 | 08-NOV-2017 | N/A | Payment Reversal | -118.13 | 0.00 |
| 17-NOV-2017 | 07-NOV-2017 | N/A | Payment DRFT | 118.13 | -118.13 |
| 17-NOV-2017 | 24-OCT-2017 | N/A | Payment PYMV | 118.13 | 0.00 |
| 16-OCT-2017 | 16-OCT-2017 | GBR2 | Curbside Solid Waste | 14.33 | 118.13 |
| 16-OCT-2017 | 16-OCT-2017 | SRES | Sewer Usage | 70.07 | 103.80 |
| 16-OCT-2017 | 16-OCT-2017 | WRES | Water Usage | 33.73 | 33.73 |
| 16-OCT-2017 | 12-OCT-2017 | N/A | Payment DRFT | 120.32 | 0.00 |
| 20-SEP-2017 | 16-SEP-2017 | GBR2 | Curbside Solid Waste | 14.33 | 120.32 |
| 20-SEP-2017 | 16-SEP-2017 | SRES | Sewer Usage | 70.07 | 105.99 |
| 20-SEP-2017 | 16-SEP-2017 | WRES | Water Usage | 35.92 | 35.92 |

Beginning Balance as of 22-NOV-2005 .00

Open Dispute

Sum Detail...

EnergyLink...

CB Appl.

Item Detail...

Bill Detail..

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000 [REDACTED]

PAGE 1
DATE/TIME: 11/08/17 23:40:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 11/07/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTIL11 APPL: MCBUTIL11 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 11/08/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|-----------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
| 11/07/17 | 00160888 113851 | [REDACTED] | 118.13 | [REDACTED] | | [REDACTED] | [REDACTED] |

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 118.13 # CREDITS: 0 CREDIT AMOUNT: 0.00

| SUMMARY TYPES OF RETURNS | -----DEBITS----- | | | -----CREDITS----- | | |
|-----------------------------|------------------|-----------|--------|-------------------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 1 | 0 | 118.13 | 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 |

*** END OF REPORT ***

General Payment History Adjustment Detail

Customer: 264383 [REDACTED] Master Bill Number: [REDACTED]
 Premises: 64953 [REDACTED] 11932 OAK RIDGE DR Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| | 04-DEC-2017 | N/A | Payment PRVC | 228.55 | 0.00 |
| 27-NOV-2017 | 27-NOV-2017 | N/A | Late Payment Fee | 5.00 | 228.55 |
| 27-NOV-2017 | 22-NOV-2017 | N/A | Payment Reversal | -76.72 | 223.55 |
| 27-NOV-2017 | 20-NOV-2017 | GBR1 | Curbside Solid Waste | 14.33 | 146.83 |
| 27-NOV-2017 | 20-NOV-2017 | SRES | Sewer Usage | 69.59 | 132.50 |
| 27-NOV-2017 | 20-NOV-2017 | WRES | Water Usage | 32.91 | 62.91 |
| 27-NOV-2017 | 17-NOV-2017 | N/A | Payment PYWB | 76.72 | 30.00 |
| 27-NOV-2017 | 10-NOV-2017 | N/A | Returned Item Service Fee | 30.00 | 106.72 |
| 27-NOV-2017 | 10-NOV-2017 | N/A | Payment Reversal | -76.72 | 76.72 |
| 27-NOV-2017 | 08-NOV-2017 | N/A | Payment PYWB | 76.72 | 0.00 |
| 26-OCT-2017 | 20-OCT-2017 | GBR1 | Curbside Solid Waste | 14.33 | 76.72 |

Beginning Balance as of 28-JAN-2015 .00

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

320 DIRECT
E: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 000000

PAGE 2
DATE/TIME: 11/13/17 06:49:00
** CONFIDENTIAL **

CO ID: 3596000727 CO NAME: MCUTILITIES ENTRY DESC: UTIL PYMT SEC: WEB EFF DATE: 11/09/17 CO DISC DATA: REMOTEPAY
POINT: FISERV1 APPL: MCBCCOMI1 TYPE:
RETURN REASON CODE: R02 ACCOUNT CLOSED RETURN POST DATE: 11/10/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
| 11/09/17 | 28369618 | | 76.72 | | | | |

TOTALS FOR R02 # DEBITS: 1 DEBIT AMOUNT: 76.72 # CREDITS: 0 CREDIT AMOUNT: 0.00

RETURN REASON CODE: R03 NO ACCT/CANNOT LOCATE RETURN POST DATE: 11/10/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|

TOTALS FOR R03 # DEBITS: 1 DEBIT AMOUNT: 380.53 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

| TYPES OF RETURNS | DEBITS | | | CREDITS | | |
|-------------------------|---------|-----------|--------|---------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 2 | 0 | 457.25 | 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 |

General Payment History Adjustment Detail

Customer: 174201 [Redacted] Master Bill Number: [Redacted]
 Premises: 27452 [Redacted] Status: Inactive

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| | 20-DEC-2017 | N/A | Payment WKSC | 60.00 | 29.48 |
| 12-DEC-2017 | 12-DEC-2017 | N/A | Adjustment LPWD | -5.00 | 89.48 |
| 05-DEC-2017 | 05-DEC-2017 | GBR3 | Curbside Solid Waste | 13.37 | 94.48 |
| 05-DEC-2017 | 05-DEC-2017 | SRES | Sewer Usage | 35.72 | 81.11 |
| 05-DEC-2017 | 05-DEC-2017 | WRES | Water Usage | 15.48 | 45.39 |
| 05-DEC-2017 | 29-NOV-2017 | N/A | Payment WKSC | 34.00 | 29.91 |
| 05-DEC-2017 | 17-NOV-2017 | N/A | Returned Item Service Fee | 30.00 | 63.91 |
| 05-DEC-2017 | 17-NOV-2017 | N/A | Payment Reversal | -66.17 | 33.91 |
| 05-DEC-2017 | 15-NOV-2017 | N/A | Payment WKSC | 66.17 | -32.26 |
| 05-DEC-2017 | 14-NOV-2017 | N/A | Payment PYVC | 66.17 | 33.91 |
| 13-NOV-2017 | 08-NOV-2017 | N/A | Late Payment Fee | 5.00 | 100.08 |

Beginning Balance as of 16-APR-2007 .00

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

BANK OF AMERICA, N.A.
EAST RETURN ITEMS

Page 001 of 001

H

Bank : [REDACTED]
Center :
Divider : [REDACTED]
Code : 3 B



>002972 8127133 0001 008239 102
MANATEE CTY BOARD OF CO COMM
UTILITY DEPOSIT ACCOUNT
1115 MANATEE AVE W
BRADENTON FL 34205-7803
US

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

02972 8127133 005670 011739 0001/0002

Date of Notice: 11-17-2017

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): 66.17

| Sequence/ Dep Date | ABA Number/ Dep Amount | Maker Name/ Check Date | Return Reason/ Additional Data | Amount |
|-----------------------|---------------------------|---------------------------|-----------------------------------|--------|
| 11/15/2017 | [REDACTED] | [REDACTED] | Stop Payment | 66.17 |

RECEIVED

NOV 30 2017

MANATEE COUNTY
CLERK OF CIRCUIT COURT

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

11.30.17

General

Payment History

Adjustment Detail

Customer: 88573

Master Bill Number:

Premises: 44922

Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| | 21-DEC-2017 | N/A | Adjustment LPWD | -5.00 | 145.46 |
| 19-DEC-2017 | 16-DEC-2017 | GBR2 | Curbside Solid Waste | 14.33 | 150.46 |
| 19-DEC-2017 | 16-DEC-2017 | SRES | Sewer Usage | 30.38 | 136.13 |
| 19-DEC-2017 | 16-DEC-2017 | WRES | Water Usage | 13.02 | 105.75 |
| 19-DEC-2017 | 14-DEC-2017 | N/A | Late Payment Fee | 5.00 | 92.73 |
| 19-DEC-2017 | 13-DEC-2017 | N/A | Returned Item Service Fee | 30.00 | 87.73 |
| 19-DEC-2017 | 13-DEC-2017 | N/A | Payment Reversal | -57.73 | 57.73 |
| 19-DEC-2017 | 12-DEC-2017 | N/A | Payment DRFT | 57.73 | 0.00 |
| 20-NOV-2017 | 15-NOV-2017 | GBR2 | Curbside Solid Waste | 14.33 | 57.73 |
| 20-NOV-2017 | 15-NOV-2017 | SRES | Sewer Usage | 30.38 | 43.40 |
| 20-NOV-2017 | 15-NOV-2017 | WRES | Water Usage | 13.02 | 13.02 |

Beginning Balance as of 19-MAY-2005 43.69

Open Dispute

Sum Detail...

EnergyLink...

CB Appl.

Item Detail...

Bill Detail...

20 DIRECT
S: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000

PAGE 1
DATE/TIME: 12/13/17 23:41:00
** CONFIDENTIAL **

CO ID: 1596000727 CO NAME: MANATEE COUNTY U ENTRY DESC: UTIL PAYMT SEC: PPD EFF DATE: 12/12/17 CO DISC DATA: UTILITIES BILLING
POINT: MCBUTILI1 APPL: MCBUTILI1 TYPE:
RETURN REASON CODE: R01 INSUFFICIENT FUNDS RETURN POST DATE: 12/13/17

| ORIG DATE | INDIVIDUAL ID | INDIVIDUAL NAME | AMOUNT RTN | ACCOUNT NUMBER | TC | ORIG ITEM TRACE ORIGINAL PAR | RETURN TRACE RETURN PAR |
|-----------|---------------|-----------------|------------|----------------|----|------------------------------|-------------------------|
| 12/12/17 | 00099573 | 44922 | 57.73 | | | | |

TOTALS FOR R01 # DEBITS: 1 DEBIT AMOUNT: 57.73 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

| TYPES OF RETURNS | DEBITS | | | CREDITS | | |
|-------------------------|---------|-----------|--------|---------|-----------|--------|
| | # ITEMS | # ADDENDA | AMOUNT | # ITEMS | # ADDENDA | AMOUNT |
| DOLLAR RETURNS | 1 | 0 | 57.73 | 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 |

*** END OF REPORT ***

General

Payment History

Adjustment Detail

Customer: 285114

Master Bill Number:

Premises: 48823

Status: Active

View Zero Charges:

Ledger History

| Bill Date | Trans Date | Styp | Description | Tran Amt | Balance |
|-------------|-------------|------|---------------------------|----------|---------|
| | 28-DEC-2017 | N/A | Payment RPPM | 97.50 | 0.00 |
| 15-DEC-2017 | 15-DEC-2017 | N/A | Payment PRVC | 41.53 | 97.50 |
| 15-DEC-2017 | 15-DEC-2017 | N/A | Adjustment LPWD | -5.00 | 139.03 |
| 15-DEC-2017 | 14-DEC-2017 | GBR2 | Curbside Solid Waste | 14.33 | 144.03 |
| 15-DEC-2017 | 14-DEC-2017 | SRES | Sewer Usage | 40.55 | 129.70 |
| 15-DEC-2017 | 14-DEC-2017 | WRES | Water Usage | 17.62 | 89.15 |
| 15-DEC-2017 | 13-DEC-2017 | N/A | Late Payment Fee | 5.00 | 71.53 |
| 15-DEC-2017 | 06-DEC-2017 | N/A | Returned Item Service Fee | 25.00 | 66.53 |
| 15-DEC-2017 | 06-DEC-2017 | N/A | Payment Reversal | -41.53 | 41.53 |
| 15-DEC-2017 | 04-DEC-2017 | N/A | Payment LBSC | 41.53 | 0.00 |
| 16-NOV-2017 | 13-NOV-2017 | GBR2 | Curbside Solid Waste | 5.25 | 41.53 |

Beginning Balance as of 16-NOV-2017 00

Open Dispute

Sum Detail...

EnergyLink...

CB Appl...

Item Detail...

Bill Detail...

BANK OF AMERICA, N.A.
CENTRAL RETURN ITEMS

Page 001 of 001

H

Bank [REDACTED]
Center :
Divider: [REDACTED]
Code : 3 B



>000436 8189107 0001 008239 10Z
MANATEE CTY BOARD OF CO COMM
UTILITY DEPOSIT ACCOUNT
1115 MANATEE AVE W
BRADENTON FL 34205-7803
US

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

2000/T000 294100 419000 4015878 96400

Dear Valued Customer:

Date of Notice: 12-06-2017

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): 41.53

| Sequence/ Dep Date | ABA Number/ Dep Amount | Maker Name/ Check Date | Return Reason/ Additional Data | Amount |
|-----------------------|---------------------------|---------------------------|-----------------------------------|--------|
| 12/4/2017 | [REDACTED] | [REDACTED] | Uncollected Funds Hold | 41.53 |

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DEC 11 2017
MANATEE COUNTY
CLERK OF CIRCUIT COURT

603121

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