



## MEMORANDUM

To: Vicki Tessmer, Supervisor, Board Records  
Through: Colleen Harris, Utility Accounts Control Supervisor  
From: Carmen Camarda, Customer Service Rep II  
Date: July 2, 2019  
Subject: Refund Request

### Refund Request Information

#### Petitioner

Alyssa J. Rakovich  
6306 Spyglass Lane, Bradenton, FL 34202-1705

#### Reason for Request

On June 26, 2019, The Collections Department received documentation with proof of payments on customer's account. The bank was sending monthly payments of \$200.00 to the account since August 01, 2017, which resulted to a large credit balance of \$-2,387.37. Customer did stop the continuing payments and is requesting a refund of the credit balance.

We are therefore requesting a refund of \$2,387.37, minus future monthly billing charges on this account.

**Refund Amount: \$2,387.37**

**Record/Invoice/Account # 173392-45505**

#### Authorization

Colleen Harris approved this refund request on July 2, 2019.

#### Disclaimer

In an attempt to protect individual privacy and to adhere to Payment Card Industry security standards, backup information for this transaction has been omitted. You may request materials related to this transaction by making a Public Records request online at [www.mymanatee.org/records](http://www.mymanatee.org/records) or by calling (941) 742-5845.

**General**

Payment History Adjustment Detail

Customer: 173392 RAKOVICH, ALYSSA J. Master Bill Number:   
 Premises: 45505 6306 SPYGLASS LN Status: Active

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
19-JUN-2019	19-JUN-2019	GBR2	Curbside Solid Waste	14.33	-2387.37
19-JUN-2019	19-JUN-2019	SRES	Sewer Usage	59.76	-2401.70
19-JUN-2019	19-JUN-2019	WRES	Water Usage	27.12	-2461.46
19-JUN-2019	31-MAY-2019	N/A	Payment RPPM	200.00	-2488.58
21-MAY-2019	21-MAY-2019	GBR2	Curbside Solid Waste	14.33	-2288.58
21-MAY-2019	21-MAY-2019	SRES	Sewer Usage	63.28	-2302.91
21-MAY-2019	21-MAY-2019	WRES	Water Usage	29.12	-2366.19
21-MAY-2019	01-MAY-2019	N/A	Payment RPPM	200.00	-2395.31
19-APR-2019	19-APR-2019	GBR2	Curbside Solid Waste	14.33	-2195.31
19-APR-2019	19-APR-2019	SRES	Sewer Usage	61.27	-2209.64
19-APR-2019	19-APR-2019	WRES	Water Usage	27.58	-2270.31

Beginning Balance as of 20-MAY-2013 .00

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