

MEMORANDUM

To: Vicki Tessmer, Board Record

Thru: Colleen Harris, Accounts Control Supervisor *CH*

From: Carmen Camarda, Customer Service Representative II *CC*

Date: **June 16, 2017**

Subject: Place Customer #71634-139296 on Consent Calendar.



Please place account #71634-139296 on the Clerk's Consent calendar to request Board approval to refund/fee waiver the amount of \$1,657.99.

Background/Discussion:

On May 25, 2017, MCUD Billing Division received notification; the customer called about the fireline account being billed to the premise address. Water Conservation/Backflow Department was contacted and sent a surveyor to go out to find if backflow/fireline is correctly registered to this address/owner. The Fireline is part of a dual purpose meter that serves both the potable water & fireline service, which was verified by Meters and Water Conservation. Compliance Officer verified that there was no 6" fireline associated with this account, therefore, Billing Department received a request from Water Conservation to close out and credit the account for all charges from 01-Nov-2011 to 28-Apr-2017 for H070 6" Fireline and \$5.00 late payment fees. Adjustments applied resulting in a credit balance for the account in the amount of \$-1,657.99.

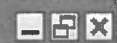
We are therefore requesting a refund of \$1,657.99 for this account. To protect the privacy of our customers, names and addresses are not included with this request.

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Instructions to Board Records:

Copy to: 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

Payment History

Adjustment Detail

Customer: 71634 [icon] [redacted] Master Bill Number: []

Premises: 139296 [icon] [redacted] Status: Inactive

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-23.49	-1657.99
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCI	24.30	-1634.50
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1658.80
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1634.50
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1610.20
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1585.90
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1561.60
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1537.30
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1513.00
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1488.70
25-MAY-2017	25-MAY-2017	N/A	Adjustment FLCD	-24.30	-1464.40

Beginning Balance as of 30-NOV-2011 [] .00

Sum Detail...

EnergyLink...

CB Appl..

Item Detail...

Bill Detail...