

MEMORANDUM



To: Vicki Tessmer, Board Records
From: Tina Smith, Team Supervisor, Utilities Customer Service
Date: May 8, 2018
Through: Gwen Detone, Business Services Manager, Utilities Department *(GME)*
Subject: Place Customer # 276828-105433 on the Clerk Consent Calendar

Please place account # 276828-105433 on the Clerk's consent calendar for a refund of \$ 1589.78.

Background/Discussion:

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

Utilities Customer Service is requesting a refund of \$ 1589.78 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

LARRY BUSTLE * CHARLES B. SMITH * JOHN R. CHAPPIE * ROBIN DISABATINO * VANESSA BAUGH * CAROL WHITMORE * BETSY BENAC
District 1 District 2 District 3 District 4 District 5 District 6 District 7

From: [Tina Smith](#)
To: [Vicki Tessmer](#)
Subject: Clerk's Consent
Date: Tuesday, May 08, 2018 1:46:40 PM
Attachments: [image001.png](#)
[276828.PDF](#)

Good Afternoon,

Please add this to the Clerk's Consent calendar.

Thank you,
Tina

Tina Smith
Customer Service Team Lead

Customer: Master Bill Number:
Premises: Status:
View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
27-APR-2018	27-APR-2018	N/A	Adjustment WTCD	-831.59	-1589.78
27-APR-2018	27-APR-2018	N/A	Adjustment WTCD	-631.91	-758.19
27-APR-2018	27-APR-2018	N/A	Adjustment WTCD	-241.77	-126.28
27-APR-2018	24-APR-2018	GBR2	Curbside Solid Waste	14.33	115.49
27-APR-2018	24-APR-2018	SRES	Sewer Usage	56.94	101.16
27-APR-2018	24-APR-2018	SRES	Sewer Usage	11.91	44.22
27-APR-2018	24-APR-2018	WRES	Water Usage	26.73	32.31
27-APR-2018	24-APR-2018	WRES	Water Usage	5.58	5.58
27-APR-2018	05-APR-2018	N/A	Payment PRVC	445.43	0.00
29-MAR-2018	26-MAR-2018	GBR2	Curbside Solid Waste	14.33	445.43
29-MAR-2018	26-MAR-2018	SRES	Sewer Usage	70.07	431.10