


# MEMORANDUM

To: Vicki Tessmer, Board Records  
From:  Mary Clapper, Team Supervisor, Utilities Customer Service  
Date: **May 14, 2018**  
Subject: Place Customer #256706-119695 on the Clerk Consent Calendar



Please place account #256706-119695 on the Clerk's consent calendar for a refund of \$1,076.28.

## Background/Discussion:

Between August 28 2017 and February 26, 2018, the customer had an issue with high consumption. On February 21, 2018, the customer submitted documentation of a repair on his backflow and a credit in the amount of \$1,076.28 was issued. The customer is requesting a refund of the credit balance.

We are requesting a refund of \$1,076.28 minus future billing and charges/credit adjustments on this account. To protect the privacy of our customer, 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  
Tan Lang, Customer Service Representative, Collections, Utilities Department  
Mary Clapper, Team Supervisor, Customer Service, Utilities Department

Department Name  
Division Name  
Mailing Address  
Phone number: (941) XXX-XXXX

Customer:  
Master Bill Number:

Premises:  
Status:

View Zero Charges:

**Ledger History**

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
01-MAY-2018	01-MAY-2018	GBR2	Curbside Solid Waste	14.33	-1076.28
01-MAY-2018	01-MAY-2018	SRES	Sewer Usage	25.17	-1090.61
01-MAY-2018	01-MAY-2018	SRES	Sewer Usage	2.79	-1115.78
01-MAY-2018	01-MAY-2018	WRES	Water Usage	10.72	-1118.57
01-MAY-2018	01-MAY-2018	WRES	Water Usage	1.19	-1129.29
01-MAY-2018	06-APR-2018	N/A	Adjustment LPWD	-5.00	-1130.48
02-APR-2018	02-APR-2018	N/A	Adjustment WTCD	-67.55	-1125.48
02-APR-2018	02-APR-2018	N/A	Adjustment SWCD	-34.36	-1057.93
02-APR-2018	02-APR-2018	N/A	Adjustment SWCD	-34.36	-1023.57
02-APR-2018	02-APR-2018	N/A	Adjustment WTCD	-146.66	-989.21
02-APR-2018	02-APR-2018	N/A	Adjustment SWCD	-34.36	-842.55
02-APR-2018	02-APR-2018	N/A	Adjustment WTCD	-257.25	-808.19
02-APR-2018	02-APR-2018	N/A	Adjustment WTCD	-255.72	-550.94
02-APR-2018	02-APR-2018	N/A	Adjustment SWCD	-34.36	-295.22
02-APR-2018	02-APR-2018	N/A	Adjustment WTCD	-314.09	-260.86
02-APR-2018	02-APR-2018	N/A	Adjustment SWCD	-34.36	53.23
02-APR-2018	01-APR-2018	GBR2	Curbside Solid Waste	14.33	87.59
02-APR-2018	01-APR-2018	SRES	Sewer Usage	44.42	73.26
02-APR-2018	01-APR-2018	WRES	Water Usage	19.37	28.84
02-APR-2018	23-MAR-2018	N/A	Payment WKSC	473.27	9.47
02-APR-2018	12-MAR-2018	N/A	Payment WKSC	156.65	482.74
02-APR-2018	09-MAR-2018	N/A	Late Payment Fee	9.47	639.39