



MEMORANDUM

To: Vicki Tessmer, Supervisor, Board Records
From: Tina Smith, Utilities Customer Service Team Lead
Date: October 22, 2019
Subject: Refund Request

Refund Request Information

Petitioner

Flamingo by the Bay
10215 Manatee Ave W Apt. W

Reason for Request

This customer had high water usage for three months. It took the customer time to find the issue because the account is a master meter. They finally were able to determine it was a slab leak. The customer continued to pay the water bill in full each month, which resulted in a credit balance of \$1444.64.

We are therefore requesting a refund of \$1444.64, minus future monthly billing charges on this account.

Refund Amount: \$1444.64

Record/Invoice/Account # 16933-16998

Authorization

Gwen DeTone approved this refund request on October 22, 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 or by calling (941) 742-5845.