

# MEMORANDUM



To: Vicki Tessmer, Board Record

Thru: Colleen Harris, Accounts Control Supervisor *[Signature]*

From: Kristi O. Nelson, Collections CSR *[Signature]*

Date: October 7, 2015

Subject: Place Customer #30993-30836 on Consent Calendar.

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Please place account #30993-30836 on the Clerk's Consent calendar to request Board approval to refund/fee waiver the amount of \$515.96.

Background/Discussion:

On June 3, 2015 MCUD Billing Department received documentation related to an irrigation leak that had been repaired at this location. The irrigation leak occurred during the timeframe of April 2015 thru July 2015 causing account to receive a credit of \$-811.11. Prior to the adjustment being posted on this account in August 2015; the account had an outstanding balance due of \$161.81, that reduced the credit balance to \$-649.30. This credit was reduced further when the September and October 2015 billing charges of \$133.34 were applied to the account leaving a credit balance of \$-515.96.

We are therefore requesting a refund of \$515.96 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  
Kristi Nelson, MCUD Collections

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

General Payment History Adjustment Detail

Customer: 30893 Master Bill Number: [REDACTED]

Premises: 30836 Status: Inactive

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
01-OCT-2015	01-OCT-2015	WIR2	Water Irrigation	11.45	-515.96
01-OCT-2015	01-OCT-2015	SIND	Sewer Usage	30.44	-527.41
01-OCT-2015	01-OCT-2015	WIND	Water Usage	11.45	-557.85
15-SEP-2015	11-SEP-2015	WIR2	Water Irrigation	17.17	-569.30
15-SEP-2015	11-SEP-2015	SIND	Sewer Usage	45.66	-586.47
15-SEP-2015	11-SEP-2015	WIND	Water Usage	17.17	-632.13
14-AUG-2015	14-AUG-2015	N/A	Adjustment WTCD	-356.64	-649.30
14-AUG-2015	14-AUG-2015	N/A	Adjustment WTCD	-79.58	-292.66
14-AUG-2015	14-AUG-2015	N/A	Adjustment WTCD	-254.42	-213.08
14-AUG-2015	14-AUG-2015	N/A	Adjustment WTCD	-120.47	41.34
14-AUG-2015	12-AUG-2015	WIR2	Water Irrigation	98.98	161.81

Beginning Balance as of 18-SEP-2002 480.67

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