



MEMORANDUM



To: Vicki Tessmer, Board Record

Thru: Colleen Harris, Accounts Control Supervisor 

From: Kristi O. Nelson, Collections CSR 

Date: **October 1, 2015**

Subject: Place Customer #7111-82636 on Consent Calendar.

Please place account #7111-82636 on the Clerk's Consent calendar to request Board approval to refund/fee waiver the amount of \$637.55.

Background/Discussion:

On September 30, 2015 MCUD Collection Division received a transmittal from our Billing Division that this customer was overcharged due to an incorrect meter reading on a temporary use meter. This caused the account to be overbilled in the amount of \$1,119.98 during the timeframe of 9/30/2014 thru 12/31/14. The correct amount for this timeframe should have been \$160.36. Adjustments were made on the account resulting in a credit of \$-959.62. Two water usage fees totaling \$322.07 reduced the credit on this account to \$-637.55. This customer has requested a refund of \$637.55 due to the incorrect meter read.

We are therefore requesting a refund of \$637.55 for this account holder. To protect the privacy of our customers, names and addresses are not included with this request.

:kon

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: 7111 Master Bill Number: [Redacted]
 Premises: 82636 Status: Active

View Zero Charges:

Ledger History

Bill Date	Trans Date	Styp	Description	Tran Amt	Balance
09-JUL-2015	01-JUL-2015	CONS	Water Usage	154.10	-637.55
02-APR-2015	01-APR-2015	CONS	Water Usage	167.97	-791.85
02-APR-2015	01-APR-2015	N/A	Adjustment WTCDD	-959.62	-959.62
02-APR-2015	18-FEB-2015	N/A	Payment WKSC	1119.98	0.00
12-JAN-2015	01-JAN-2015	CONS	Water Usage	1119.98	1119.98
12-JAN-2015	28-OCT-2014	N/A	Payment LBSC	141.93	0.00
01-OCT-2014	01-OCT-2014	CONS	Water Usage	141.93	141.93
01-OCT-2014	21-JUL-2014	N/A	Payment WKSC	146.54	0.00
03-JUL-2014	01-JUL-2014	CONS	Water Usage	146.54	146.54
03-JUL-2014	18-APR-2014	N/A	Payment WKSC	148.27	0.00
04-APR-2014	01-APR-2014	CONS	Water Usage	148.27	148.27

Beginning Balance as of 01-OCT-2013 .00

Sum Detail... EnergyLink... CB Appl... Item Detail... Bill Detail...