

MEMORANDUM

To: Vicki Tessmer, Board Record
Thru: Gwen Detone, Business Service Manager
From: Kathy J Horne, Customer Service/Billing Supervisor
Date: **September 24, 2018**
Subject: Place Customer # 235084-18394


Kathy J. Horne



Please place account #235084-18394 on the Clerk Consent calendar for Board approval to refund the amount of <\$55,503.78>.

Background Discussion:

05-Mar-2015 – The customer called to request a change in the size of container they were using for Solid Waste service. They had a 6-yard Dumpster being serviced 5 x week and wanted to change to an 8-yard Dumpster to be serviced 5 x week.

05-Mar-2015 – A Change Level Service order was created stating:

Final 6yard Bin 5x week service

Add 8yard Bin 5x week service.

The service order was closed in the Banner CIS system for billing purposes and forwarded to the Waste Hauler for delivery.

15-Aug-2018 – Received a request from the customer to have their 8-yard Dumpster replaced due to a hole in the bottom. It was then discovered the customer was billing for a G555 rate - 8- yard Compactor 5x week instead of a G353 rate - 8-yard Dumpster 5x week. The incorrect rate was selected when the service was set up in the Banner CIS system causing the customer to be charged at an incorrect rate amount.

22-Sept-2018 – Utilities Customer Service/Billing is requesting a refund in the amount of \$55,5503.78 less any future billing charges, payments and/or credits that may occur on account # 235084-18394.

: kjh

Instruction to Board Records:

Copy to: Gwen Detone, Business Service Manager
Dana Catlett, Customer Service Center Assistant Manager
Kathy J Horne, Customer Service Billing Supervisor
Colleen Harris-Dibble, Supervisor, Accounts Control
Carmen Camarda, Customer Service Representative II

Manatee County Utilities Department
Billing Division
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