



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
P 352.754.4037 ♦ F 352.754.4485 ♦ W www.HernandoCounty.us

February 12, 2025

Theresa Murphy
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Carolyn Coselman

Dear Theresa:

The county received an admiring 5-star Google review from Carolyn Coselman. She wanted to praise you for the exceptional customer service you provided recently by leaving a public 5-star Google review. She said Theresa in Customer Care is the most awesome agent ever!

We really appreciate your efforts in providing excellent customer service. Your dedication has made a lasting impression with this resident and a positive impact to our community. Job well done!

Sincerely,



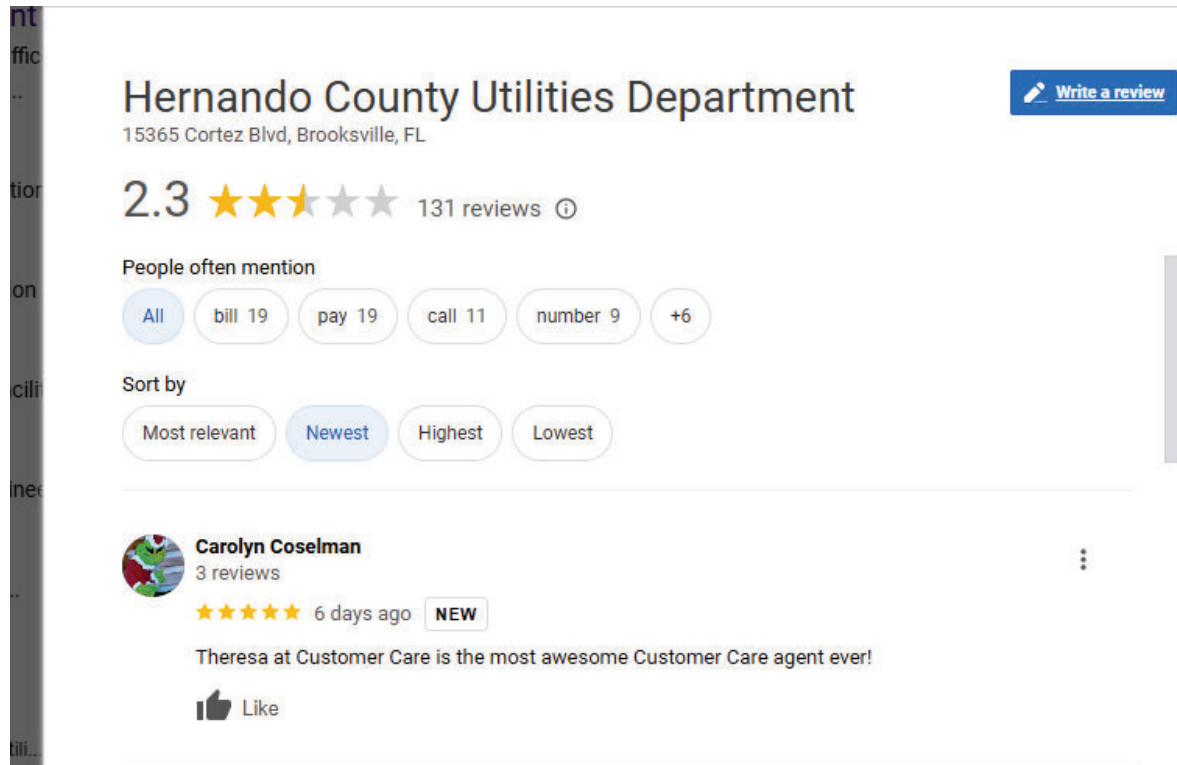
Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Melissa Cosme, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File

From: [Melissa Cosme](#)
To: [Gordon Onderdonk](#); [Penny Grocholski](#); [Maryellen Waite](#); [Theresa Murphy](#)
Subject: Google Review
Date: Thursday, January 23, 2025 3:13:06 PM
Attachments: [image.png](#)
[Outlook-51kbtigs.png](#)

Hello all,

We got a 5 star for Theresa!! Thank you Theresa. Every 5 star rating helps us reach our goal of a 3.0 rating in 2025.



The screenshot shows a Google review for the Hernando County Utilities Department. The department's name and address (15365 Cortez Blvd, Brooksville, FL) are at the top. A blue button labeled "Write a review" is in the upper right. The current rating is 2.3 stars, based on 131 reviews. Below this, there are filters for "People often mention" (All, bill 19, pay 19, call 11, number 9, +6) and "Sort by" (Most relevant, Newest, Highest, Lowest). A review by Carolyn Coselman, dated 6 days ago, is highlighted with a "NEW" tag. The review text reads: "Theresa at Customer Care is the most awesome Customer Care agent ever!". There is a "Like" button below the review.

Thank you.



Melissa Cosme

Utilities Business Manager
Hernando County Utilities Department
15365 Cortez Boulevard, 1st Floor
Brooksville, FL 34613

Website: <https://www.hernandocounty.us/departments/departments-n-z/utilities>