

**From:** [Gordon Onderdonk](#)  
**To:** [Michael Steele](#)  
**Cc:** [Ricky Leach](#); [Josh Martin](#); [Penny Grocholski](#)  
**Subject:** RE: Karl Horony in Distribution  
**Date:** Wednesday, September 11, 2024 4:10:57 PM  
**Attachments:** [image002.png](#)

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Excellent thanks for the feedback Mike!

**Gordon Onderdonk, PE, LEED AP**  
**Director of Utilities**

Hernando County Utilities Department  
15365 Cortez Boulevard  
Brooksville, FL 34613  
Office: 352-540-4368  
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<https://www.hernandocounty.us/utills/>

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**From:** Michael Steele <MSteele@co.hernando.fl.us>  
**Sent:** Wednesday, September 11, 2024 3:11 PM  
**To:** Josh Martin <JMartin@co.hernando.fl.us>  
**Cc:** Ricky Leach <RLeach@co.hernando.fl.us>; Gordon Onderdonk <Gonderdonk@co.hernando.fl.us>  
**Subject:** Karl Horony in Distribution

Dear Gentlemen,

Our office received a call in from the resident at Circle Drive that received a repair on this day 09-11-2024 from your department. I feel it would be an injustice to go without passing along the kind words that were conveyed about his professionalism and his overall nature while making the repairs and interacting with the customer. I told him I would relay the message and ensure his bosses knew his complimenting words. I know working in government does not always yield compliment in most cases, regardless of how hard we all try individually and as a team. But on this day, we can enjoy a little light on a team member. Please pass these kind words along to him. The customer who conveyed these words is a Mr. John Johnson of First Circle in Highpoint. I didn't know who exactly to send this to. Thanks for all you guys do. – Mike Steele

**Michael C. Steele Code Enforcement Officer**  
Hernando County Code Enforcement | Development Services  
Department



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**Phone:** (352) 540-6256

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**Website:** Hernando County Code Enforcement

Office Hours: Monday-Friday, 7:30 AM – 4:00 PM

Lobby closes at 3:30 p.m.



## UTILITIES DEPARTMENT

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15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613  
P 352.754.4037 ♦ F 352.754.4485 ♦ W [www.HernandoCounty.us](http://www.HernandoCounty.us)

September 13, 2024

Karl Horony  
Hernando County Utilities  
15400 Wiscon Road  
Brooksville, FL 34601

Re: Commendation from John E. Johnson

Dear Karl:

This letter is to recognize your efforts in responding to a service call regarding the repair of a service line leak at 7355 First Circle Drive in Highpoint. The resident was impressed with the professional & friendly service you provided and did not want it to go unnoticed. He greatly appreciated your quick response and how courteous and efficient you were.

Your exemplary efforts demonstrated outstanding customer service. Thank you for representing HCUD proudly and leaving a lasting positive impression with our resident. Job well done!

Sincerely,

A handwritten signature in blue ink, appearing to read "Gordon Onderdonk", is written over a faint, large circular watermark of the Hernando County seal.

Gordon Onderdonk, PE, LEED AP  
Director of Utilities

cc: Human Resources  
Ricky Leach, Operations Manager  
Josh Martin, Water Distribution Supervisor  
Personnel File