



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
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January 08, 2024

Cesar Gonzalez
Hernando County Utilities
Service Representative
15365 Cortez Blvd
Brooksville, FL 34601

Re: Commendation feedback from Douglas Ross

Dear Cesar:

This letter is to recognize your efforts in assisting Mr. Ross at 6442 Holiday Drive with a recent no water miscommunication service call. Mr. Ross stated that during the entire time you remained calm and helpful even when he got a little gruff with you. He was extremely impressed with your patient and calm demeanor and went out of his way to compliment your professionalism.

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

Sincerely,

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

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Cheri Cameron, Utilities Business Manager
Clinton Taylor, Service Representative Supervisor
Personnel File