



## 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](http://www.HernandoCounty.us)

September 23, 2024

Patti Lobb  
Hernando County Utilities  
15365 Cortez Blvd  
Brooksville, FL 34613

Re: Commendation from Mr. Duphiney

Dear Patti:

The county received an admiring compliment from Mr. Duphiney (11978 Valley Falls Loop.) He wanted to praise you for the exceptional service you provided recently by leaving a door tag for high consumption. He was very thankful for the notification and did not want it to go unnoticed.

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,

A handwritten signature in blue ink, appearing to be "Gordon Onderdonk", written over a light blue horizontal line.

Gordon Onderdonk, PE, LEED AP  
Director of Utilities

cc: Human Resources  
Melissa Cosme, Utilities Business Manager  
Clinton Taylor, Service Representative Supervisor  
Personnel File