

Hernando County Utilities Department

15365 Cortez Blvd, Brooksville, FL

[Write a review](#)

2.3  136 reviews 

People often mention

All

bill 19

pay 19

call 11

number 9

+6

Sort by

Most relevant

Newest


Highest

Lowest



Kristen Colby

1 review

 an hour ago **NEW**

I had to contact the Utilities Department for help locating my water meter box, which was buried in a wooded area. After recent storms and nearby construction, I had no idea where it was. They quickly put in a ticket, and within a few hours, Jason came out to assist.

Jason was amazing—determined and persistent in trying to find it. Even though we were initially unsuccessful, he didn't give up. He came back between other calls for three days in a row, bringing trimmers and tools to clear debris. He even endured scratches and scrapes from navigating the thick brush and overgrown area, but that didn't stop him. On the third day, his supervisor joined him, and together, they finally located the meter box!


I truly appreciate Jason's hard work, dedication, and willingness to go the extra mile. His commitment to helping me was above and beyond. Huge thanks to Jason and the team for their outstanding service!

 Like



Andre Buford

Local Guide · 11 reviews · 11 photos

 a day ago **NEW**

[Ask a question](#)

(No answers)

[See all questions \(62\)](#)



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

Jason Reeves
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Kristen Colby

Dear Jason:

The county received an admiring 5-star Google review from Kristen Colby. She wanted to praise you for the exceptional service you provided her recently by helping her locate her meter box by leaving a public 5-star Google review. She said I truly appreciate Jason's hard work, dedication and willingness to go the extra mile.

We really appreciate your efforts in providing excellent customer service. Your dedication and perseverance have 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", is written over a large, faint watermark of the Hernando County seal.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

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