



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

July 31, 2024

Mike Rollins
Hernando County Utilities
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation from Ms. Sears & Ms. Irene

Dear Mike:

This letter is to recognize your efforts in responding to a service call regarding a blocked sewer line at 14540 & 14560 Silversmith Circle. The residents were impressed with the service you provided, highlighting your professionalism and courtesy. The residents greatly appreciated your hard work and stated you could complete work at their house anytime.

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,

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections & Electrical Supervisor
Personnel File