



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

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December 6, 2023

Harold Dale
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Chris McKissick

Dear Harold:

This letter is to recognize your efforts in responding to a service call at 3488 Amberjack Drive. Mr. McKissick was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and customer focused.

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 Supervisor
Personnel File