

From: [Josh Martin](#)
To: [Brad Smith](#)
Cc: [Ricky Leach](#); [Penny Grocholski](#)
Subject: Re: Thank you
Date: Friday, March 13, 2026 8:00:47 PM

James Foster responded to this address last night.

Sent via the Samsung Galaxy S25 Ultra, an AT&T 5G smartphone
Get [Outlook for Android](#)

From: Brad Smith <BSmith@hernandocounty.us>
Sent: Friday, March 13, 2026 7:50:18 PM
To: Josh Martin <JMartin@co.hernando.fl.us>
Cc: Ricky Leach <RLeach@co.hernando.fl.us>; Penny Grocholski <PGrocholski@co.hernando.fl.us>
Subject: FW: Thank you

FYI please see below. Compliments to James?

Brad Smith
Interim Utilities Director
Hernando County Utilities Department
15365 Cortez Boulevard
Brooksville, FL 34613
P: 352.540.4368 x 35166
C: 352.667.1353
bsmith@hernandocounty.us

From: Bob Esposito <resposito@co.hernando.fl.us>
Sent: Friday, March 13, 2026 8:53 AM
To: 'Diane Darrow' <diane@dianedarrow.com>; Brad Smith <BSmith@hernandocounty.us>
Cc: Michael Fay <mfay@timberpines.com>
Subject: RE: Thank you

Brad,

Good morning! Please see below for the kind remarks from Ms. Darrow.

Sincerely,

Bob Esposito
Executive Director
Hernando Citrus MPO
Direct: 352-540-6523

Cell: 352-428-0124

From: Diane Darrow <diane@dianedarrow.com>

Sent: Thursday, March 12, 2026 7:46 PM

To: Bob Esposito <resposito@co.hernando.fl.us>

Cc: Michael Fay <mfay@timberpines.com>

Subject: Thank you

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This evening my neighbor pointed out that my water connection box was full of water...it was after 6pm but I called the county anyway and got great service and a quick response. Within an hour James was here and fixed the problem. Compliments to whoever answered the call and James...they were professional, thoughtful, capable and very much appreciated. And compliments to you and your staff for having such great staff. Please extend my appreciation to all involved.

My best always,

Diane Darrow

2106 Point o woods court

Spring hill

Get [Outlook for Android](#)



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
P 352.754.4037 ♦ W www.HernandoCounty.us

March 19, 2026

James Foster
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation from Diane Darrow

Dear James:

This letter is to recognize your efforts in responding to a service call regarding a water leak at (2106 Point Woods Court) The resident was extremely impressed with your service, that she went out of her way to contact the County and compliment your efforts. She was impressed with the quick response time, especially being afterhours (6pm) and how efficient, professional and thoughtful you were.

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

Sincerely,

Brad Smith
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Josh Martin, Water Distribution Supervisor
Personnel File