



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
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July 10, 2024

Jolene Ewing
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation letter from Linda Preston

Dear Jolene:

The county received a glowing compliment from Linda Preston (29191 Heckleman St.) who encountered your exceptional customer service. She stated good customer service is a thing of the past and wanted to be certain you received the recognition you deserve for going over the top. Way to go!!

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 read "Gordon Onderdonk", is written over a faint, large circular watermark of the Hernando County seal.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Melissa Cosme, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File