



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
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August 23, 2024

Patti Lobb
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

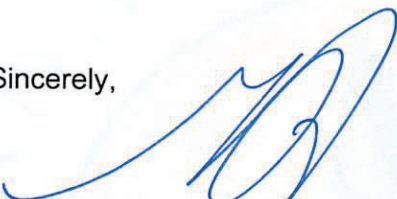
Re: Commendation letter from Sheli Dile

Dear Patti:

The county received an admiring compliment from Sheli Dile (4572 Tiburon Ave) She wanted to praise you for the speedy response time for her meter box replacement request. She also stated how very professional and pleasant you were.

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,



Gordon Onderdonk, PE, LEED AP
Director of Utilities

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