



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

June 19, 2024

Cesar Gonzalez
Hernando County Utilities
Service Representative
15365 Cortez Blvd
Brooksville, FL 34601

Re: Commendation feedback from Patrice DeNike

Dear Cesar:

This letter is to recognize your efforts in assisting Patrice DeNike at 9278 Butler Blvd with a recent download report of her water usage history. Patrice stated that she was extremely happy with your service and went out of her way to compliment your work. She was impressed with how knowledgeable and professional you were.

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
Clinton Taylor, Service Representative Supervisor
Personnel File