



UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
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December 5, 2023

Charles Owen
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation call from Bette Melton

Dear Charles:

This letter is to recognize your outstanding efforts in assisting with Bette Melton's recent water line break at 3216 Lighthouse Way. Your outstanding customer service skills and teamwork did not go unnoticed the resident was impressed with the service she was provided by the Utilities team highlighting the professionalism and courtesy.

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

Sincerely,


Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Cheri Cameron, Utilities Business
Clinton Taylor, Service Representative Manager
Personnel File