



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

December 05, 2023

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

Re: Commendation feedback from William Leemaster

Dear Cesar:

This letter is to recognize your efforts in assisting Mr. Leemaster at 11432 Deercroft Court with a recent download report of his water usage history. Mr. Leemaster stated that he was extremely happy with your service and went out of his way to compliment your work. He 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,

A handwritten signature in blue ink, appearing to read "Gordon Onderdonk".

Gordon Onderdonk, PE, LEED AP
Director of Utilities

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