




**UTILITIES DEPARTMENT**  
WATER & WASTEWATER OPERATIONS

15400 WISCON ROAD ♦ BROOKSVILLE, FLORIDA 34601  
P 352.754.4490 ♦ F 352.754.4167 ♦ W www.HernandoCounty.us

MEMORANDUM

TO: Faith Jackson, Distribution System Worker  
THRU: Ricky Leach, Operations Manager ✓  
FROM: W. Josh Martin, Water Distribution Supervisor   
DATE: September 28, 2020  
SUBJECT: Employee Appreciation

We received a call from a customer that resides at 7158 Toledo Road, regarding his appreciation with the work you did repairing the water leak at his residence recently. Mr. Stockton stated you were very polite, timely and knowledgeable.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!



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### MEMORANDUM

TO: Thomas Ruffner, Distribution System Operator II

THRU: Ricky Leach, Operations Manager ✓

FROM: W. Josh Martin, Water Distribution Supervisor 

DATE: June 28, 2023

SUBJECT: Employee Appreciation

We received a call from a customer that resides at 5309 Tropical Point, regarding a water leak at his residence recently. Mr. Gause stated you worked your butt off, you were a real worker, and an asset to our organization.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!



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**COPY**

### MEMORANDUM

TO: Robert Eachus, Distribution System Operator I  
THRU: Ricky Leach, Operations Manager   
FROM: W. Josh Martin, Water Distribution Supervisor   
DATE: May 2, 2023  
SUBJECT: Employee Appreciation

We received a call from a customer that resides at 8228 Earlshire Lane, regarding a water leak at her residence recently. Ms. Peterson stated she was very impressed and thankful for the work you did. She also stated you worked into the night and you were very knowledgeable.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!



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### MEMORANDUM

TO: James Foster, Distribution System Operator I

THRU: Ricky Leach, Operations Manager *RL*

FROM: W. Josh Martin, Water Distribution Supervisor *WJM*

DATE: June 29, 2023

SUBJECT: Employee Appreciation

We received a call from a customer that resides at 9224 Tarleton Circle, regarding a water leak at his residence recently. Mr. Rholand and his neighbors were extremely happy and praised your response and quality of work.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!



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### MEMORANDUM

TO: Karl Horony, Distribution System Operator I  
THRU: Ricky Leach, Operations Manager ✓  
FROM: W. Josh Martin, Water Distribution Supervisor *WJM*  
DATE: August 4, 2022  
SUBJECT: Employee Appreciation

We received a call from a customer that resides at 8987 Bonnet Way, regarding a water leak at her residence recently. The customer stated you did an amazing job and was very pleasant.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!



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MEMORANDUM

TO: Jesse Squier, Distribution System Operator II  
THRU: Ricky Leach, Operations Manager ✓  
FROM: W. Josh Martin, Water Distribution Supervisor *WJM*  
DATE: June 15, 2021  
SUBJECT: Employee Appreciation

We received an email from Mr. Foster that resides at 3333 Poinsettia Drive, regarding the repairs to a water line recently in front of his home. Mr. Foster and his wife wanted to thank us for our quick response in repairing the water line and communicating with them during the process.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!



## 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](http://www.HernandoCounty.us)

June 8, 2023

Joshua Hope  
Hernando County Utilities  
Operations Department  
15400 Wiscon Road  
Brooksville, FL 34601

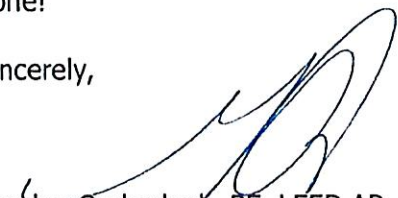
Re: Commendation email from C. Max Harding

Dear Joshua:

This letter is to recognize your efforts in responding to a service call regarding a water leak at (5464 & 5460 Darlene Street) residence of C. Max Harding. The resident was extremely impressed with your service, and he went out of his way to contact the County and compliment your efforts. He was impressed with how efficient and hardworking you and the team was while fixing the leak in such a short period of time. He also commended on the great customer service he received from the team.

Your exemplary efforts demonstrated outstanding customer service. 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  
Ricky Leach, Operations Manager  
Josh Martin, Water Distribution Supervisor  
Personnel File



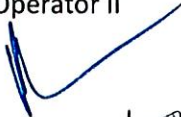
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### MEMORANDUM

TO: Chris Higgins, Distribution System Operator II

THRU: Ricky Leach, Operations Manager 

FROM: W. Josh Martin, Water Distribution Supervisor 

DATE: February 2, 2023

SUBJECT: Employee Appreciation

We received a call from a customer that resides at 2334 Broadmoor Lane, regarding a water leak at her residence recently. Mrs. Ray stated you arrived and identified the problem quickly and explained the water lines and ownership. She also stated you were very thorough and competent.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!





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September 2, 2022

Ryan Goodwin  
Distribution System Operator II  
15400 Wiscon Road  
Brooksville, FL 34601

Re: 2021 Employee Annual Performance

Dear Ryan:

This letter is to personally recognize and commend your outstanding 2021 annual performance evaluation. The assessment of your performance highlights your excellent quality of work, decision making, and dependability. Your personality as a strong team player resonates a positive attitude among our staff.

Thank you for your strong traits and accomplishments. Your dedicated support to the utilities team and customers is greatly appreciated!

*"The greatest asset of a company is its people"*  
~Jorge Paulo Lemann

Sincerely,

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

Gordon Onderdonk, PE, LEED AP

cc: Human Resources  
Ricky Leach, Operations Manager  
Josh Martin, Water Distribution Supervisor  
Personnel File



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September 8, 2022

Frank Buczak  
Hernando County Utilities  
15400 Wiscon Road  
Brooksville, FL 34601

Re: Commendation E-mail from Rita Baumgartner

Dear Frank:

This letter is to recognize your efforts in responding to a service call regarding repair of a service line leak at 2315 Ardenwood Drive. The resident was impressed with the service you provided highlighting your nice work and courtesy. The resident greatly appreciated your hard work.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Gordon Onderdonk", is written over a faint, illegible printed name.

Gordon Onderdonk, PE, LEED AP  
Director of Utilities

cc: Human Resources  
Ricky Leach, Operations Manager  
Josh Martin, Water Distribution Supervisor  
Personnel File




## UTILITIES DEPARTMENT

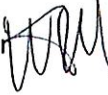
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### MEMORANDUM

TO: Adam Arick, Distribution System Operator II

THRU: Ricky Leach, Operations Manager 

FROM: W. Josh Martin, Water Distribution Supervisor 

DATE: August 4, 2022

SUBJECT: Employee Appreciation

We received a call from a customer that resides at 8987 Bonnet Way, regarding a water leak at her residence recently. The customer stated you did an amazing job and was very pleasant.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!





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A red stamp that says "COPY" in large, bold letters, with a small blue icon of a printer to its left.

MEMORANDUM

TO: Jason Reeves, Distribution System Worker  
THRU: Ricky Leach, Operations Manager   
FROM: W. Josh Martin, Water Distribution Supervisor   
DATE: May 2, 2023  
SUBJECT: Employee Appreciation

We received a call from a customer that resides at 8228 Earlshire Lane, regarding a water leak at her residence recently. Ms. Peterson stated she was very impressed and thankful for the work you did. She also stated you worked into the night and you were very knowledgeable.

I appreciate your dedication to this organization and the highly regarded level of service and professionalism you have shown.

A copy of this memorandum will be placed in your personnel file for future reference.

Keep up the good work!