



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 19, 2023

Annette Montanez
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation letter from Jeffrey Heath

Dear Annette:

The county received a glowing compliment from Jeffrey Heath (684 Tierra Drive) who has encountered your exceptional customer service more than once. He wanted to be certain you received the recognition for taking care of his account needs and concerns and how you go above and beyond to give consistent outstanding customer service. Your perseverance is much appreciated and does not go unnoticed.

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
Cheri Cameron, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File