



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

September 23, 2024

Kristen Doyle
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation letter from Jeffrey Kade

Dear Kristen:

The county received an admiring compliment from Jeffrey Kade (8969 Jena Rd) He wanted to praise you for all your efforts in assisting him with a credit adjustment request form and explaining the process. He was impressed with the courtesy you extended to him 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,

A handwritten signature in blue ink, appearing to read "Gordon Onderdonk", is written over a faint circular watermark of the Hernando County seal.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Melissa Cosme, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File