



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

October 11, 2023

Shelia Roush
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation email from B. Subkowsky & D. Theuret

Dear Shelia:

This letter is to recognize your efforts in assisting with a service work order at (2323 & 2329 Hidden Trail Dr) residence of Donna Theuret and Bob & Bettie Subkowsky. Both residents were extremely impressed with your superb customer service, and they went out of their way to contact the County to compliment you on a job well done. They were impressed with how professional, courteous, and informative you and the team were while dealing with a difficult project, and they even stated "I don't know if you hire for friendly or not, but everyone was"

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 be "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
Ricky Leach, Operations Manager
Personnel File



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October 11, 2023

Wayne Hamilton
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation email from B. Subkowsky & D. Theuret

Dear Wayne:

This letter is to recognize your efforts in responding to a service work order regarding replacing a meter at (2323 & 2329 Hidden Trail Dr) residence of Donna Theuret and Bob & Bettie Subkowsky. Both residents were extremely impressed with your service, and they went out of their way to contact the County to compliment you on a job well done. They were impressed with how professional, courteous, and informative you and the team were while dealing with a difficult project, and they even stated "I don't know if you hire for friendly or not, but everyone was"

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 be "Gordon Onderdonk", is written over a faint circular watermark of the Hernando County logo.

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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October 11, 2023

Thomas Ruffner
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation email from B. Subkowsky & D. Theuret

Dear Thomas:

This letter is to recognize your efforts in responding to a service work order regarding replacing a meter at (2323 & 2329 Hidden Trail Dr) residence of Donna Theuret and Bob & Bettie Subkowsky. Both residents were extremely impressed with your service, and they went out of their way to contact the County to compliment you on a job well done. They were impressed with how professional, courteous, and informative you and the team were while dealing with a difficult project, and they even stated "I don't know if you hire for friendly or not, but everyone was"

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