



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 24, 2023

Charles Scaf
Hernando County Utilities
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation letter from Vicki Surber

Dear Charles:

The county received a glowing compliment from Vicki Surber (6193 Shinnecock Court) who was not informed of the wastewater pump station located next to her newly purchased home. She was extremely impressed with how "responsive and committed" you and the team were in troubleshooting and attending to her unpleasant odor on a weekly basis. She is confident that the team will reach a solution that is more acceptable as she stated the most recent combination of the odor control used has provided much desperately needed relief.

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, large circular watermark of the Hernando County logo.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections & Electrical Supervisor
Personnel File



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 24, 2023

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

Re: Commendation letter from Vicki Surber

Dear Shelia:

The county received a glowing compliment from Vicki Surber (6193 Shinnecock Court) who was not informed of the wastewater pump station located next to her newly purchased home. She was extremely impressed with how “responsive and committed” you and the team were in troubleshooting and attending to her unpleasant odor on a weekly basis. She is confident that the team will reach a solution that is more acceptable as she stated the most recent combination of the odor control used has provided much desperately needed relief.

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

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Personnel File



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 24, 2023

Larry Cooper
Hernando County Utilities
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation letter from Vicki Surber

Dear Larry:

The county received a glowing compliment from Vicki Surber (6193 Shinnecock Court) who was not informed of the wastewater pump station located next to her newly purchased home. She was extremely impressed with how "responsive and committed" you and the team were in troubleshooting and attending to her unpleasant odor on a weekly basis. She is confident that the team will reach a solution that is more acceptable as she stated the most recent combination of the odor control used has provided much desperately needed relief.

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
Ricky Leach, Operations Manager
Personnel File



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 24, 2023

Bobby Crawford
Hernando County Utilities
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation letter from Vicki Surber

Dear Bobby:

The county received a glowing compliment from Vicki Surber (6193 Shinnecock Court) who was not informed of the wastewater pump water station located next to her newly purchased home. She was extremely impressed with how “responsive and committed” you and the team were in troubleshooting and attending to her unpleasant odor on a weekly basis. She is confident that the team will reach a solution that is more acceptable as she stated the most recent combination of the odor control used has provided much desperately needed relief.

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

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections & Electrical Supervisor
Personnel File



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 25, 2023

Adam Seeman
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Paul Souliere

Dear Adam:

This letter is to recognize your efforts in responding to a service call regarding a sewer drainage issue at the residence at 8437 Central Ave in Brookridge. Mr. Souliere was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and thorough. He even mentioned what great teamwork everyone had and how quickly the repair was completed.

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,



Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections Supervisor
Personnel File



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 25, 2023

Hunter Newton
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Paul Souliere

Dear Hunter:

This letter is to recognize your efforts in responding to a service call regarding a sewer drainage issue at the residence at 8437 Central Ave in Brookridge. Mr. Souliere was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and thorough. He even mentioned what great teamwork everyone had and how quickly the repair was completed.

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", is written over a faint, large watermark of the Hernando County logo.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections Supervisor
Personnel File



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 24, 2023

Hunter Newton
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Paul Souliere

Dear Hunter:

This letter is to recognize your efforts in responding to a service call regarding a sewer drainage issue at the residence at 8437 Central Ave in Brookridge. Mr. Souliere was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and thorough. He even mentioned what great teamwork everyone had and how quickly the repair was completed.

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", is written over a large, faint watermark of the Hernando County seal.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections Supervisor
Personnel File



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 25, 2023

Joel Slone
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Paul Souliere

Dear Joel:

This letter is to recognize your efforts in responding to a service call regarding a sewer drainage issue at the residence at 8437 Central Ave in Brookridge. Mr. Souliere was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and thorough. He even mentioned what great teamwork everyone had and how quickly the repair was completed.

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,



Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections Supervisor
Personnel File



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 25, 2023

Victor Hurlston
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Paul Souliere

Dear Victor:

This letter is to recognize your efforts in responding to a service call regarding a sewer drainage issue at the residence at 8437 Central Ave in Brookridge. Mr. Souliere was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and thorough. He even mentioned what great teamwork everyone had and how quickly the repair was completed.

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

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections Supervisor
Personnel File



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 25, 2023

Harold Dale
Hernando County Utilities
Operations Department
15400 Wiscon Road
Brooksville, FL 34601

Re: Commendation call from Paul Souliere

Dear Harold:

This letter is to recognize your efforts in responding to a service call regarding a sewer drainage issue at the residence at 8437 Central Ave in Brookridge. Mr. Souliere was extremely impressed with the professional service you and the team provided and he went out of his way to call the county to compliment your work being excellent and thorough. He even mentioned what great teamwork everyone had and how quickly the repair was completed

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,



Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Ricky Leach, Operations Manager
Larry Cooper, Wastewater Collections Supervisor
Personnel File