

**From:** [Clinton Taylor](#)  
**To:** [Penny Grocholski](#)  
**Cc:** [Melissa Cosme](#)  
**Subject:** kudos Cesar Gonzalez  
**Date:** Monday, August 19, 2024 1:41:16 PM

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See below

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**From:** Sharon Baranowski <luckibear@msn.com>  
**Sent:** Monday, August 19, 2024 11:59 AM  
**To:** Clinton Taylor <CTaylor@co.hernando.fl.us>  
**Subject:** Cesar Gonzalez, Hernando County Water Dept Employee

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Dear Mr. Taylor:

I want to tell you about how wonderful Mr. Gonzalez was on his visit to my home. When he called prior to his arrival, he mentioned that I should wait for him before calling a plumber, unfortunately I had a plumber on the way. I had been to your office, on Monday, this was Thursday & I was worried about a leak. The usage on my last bill had been 17,000.gallons, when I am accustomed to know more than 2200. gallons max.

As soon as the meter was exposed Mr. Gonzalez assured me I didn't have a leak and to cancel call to the plumber. Which as you can imagine saved me money.

Next Mr. Gonzalez taught me how to read my meter, which I sincerely appreciated. Lastly, he did the 96 Day download, and read it with me, his explanation was clear and concise. Clearly my irrigation system was the cause. I am sure he was doing his job, but I believe, his attitude and demeanor deserve recognition.

He was kind, considerate, and understanding. I was quite frantic, but, do his calm demeanor and professional knowledge he turned and irate customer (me) into a thankful one.

Sincerely,  
Sharon Baranowski  
3233 Lifeboat Lane  
Spring Hill, Fl 34607