

Colleen V. Conko

From: Clinton Taylor
Sent: Thursday, January 4, 2024 8:23 AM
To: Penny Grocholski
Subject: FW: Kudos to Cesar!

Follow Up Flag: Follow up
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From: Jolene Ewing <jmewing@hernandocounty.us>
Sent: Wednesday, January 3, 2024 1:06 PM
To: Clinton Taylor <CTaylor@co.hernando.fl.us>
Cc: Maryellen Waite <mwaite@co.hernando.fl.us>
Subject: Kudos to Cesar!

I just got off the phone with Mr. Douglas Ross (acct #s606673-04)

There was a miscommunication with his roommate and himself about the water being off. His roommate turned it off to fix kitchen plumbing and left to go get more stuff for the fix, meanwhile Mr. Ross arrived at home and saw there was no water and called us.

He said at first he was a little gruff with Cesar, but in the end it was a miscommunication between his roommate and himself. He wanted to call and give Cesar kudos-he was very calm and helpful during an ugly situation and helped Mr. Ross get it rectified.

He wanted us to know and for me to relay to my higher ups his message and to note his account.

He said Cesar was an awesome guy.

Jolene



Jolene Ewing | Customer Care Specialist

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