



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

July 18, 2024

Dixie Lopez
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation email from Jose Morales

Dear Dixie:

The county received a glowing compliment from Jose Morales. He was impressed with the service they received and wanted to recognize how cordial and professional you were. He mentioned the over-the-top generosity you extended by offering them cold water to cool off while discussing the water issues at the property of 11331 Countrywood Ct.

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 official seal of the county.

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Melissa Cosme, Utilities Business Manager
Clinton Taylor, Service Representative Supervisor
Personnel File