



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 18th, 2023

Maryellen Waite
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Jennifer Sciriha

Dear Maryellen:

This letter is to recognize your outstanding efforts in responding to a failed meter at Jennifer Sciriha's property at 785 Challice Dr. Your Supervisory skills showed how to act quickly and take control of the situation to best accomplish a positive outcome. The resident was impressed with the service you provided highlighting your professionalism and courtesy.

Your exemplary efforts demonstrated outstanding customer service & teamwork. 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
Cheri Cameron, Utilities Business Manager
Personnel File



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July 18th, 2023

Jennifer Byron
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Jennifer Sciriha

Dear Jennifer:

This letter is to recognize your outstanding efforts in assisting with Jennifer Sciriha's failed meter at 785 Challice Dr. Your outstanding customer service skills and teamwork did not go unnoticed the resident was impressed with the service she was provided by the Utilities team highlighting the professionalism and courtesy.

Your exemplary efforts demonstrated outstanding customer service & teamwork. 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
Cheri Cameron, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File



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July 18th, 2023

Kristen Doyle
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Jennifer Sciriha

Dear Kristen:

This letter is to recognize your outstanding efforts in assisting with Jennifer Sciriha's failed meter at 785 Challice Dr. Your exceptional customer service skills and extensive knowledge was over the top. The resident was impressed with the service she was provided by the Utilities team highlighting the professionalism and courtesy.

Your exemplary efforts demonstrated outstanding customer service & teamwork. 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
Cheri Cameron, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File



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July 18th, 2023

Barbara Vanover
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Jennifer Sciriha

Dear Barbara:

This letter is to recognize your outstanding efforts in assisting with Jennifer Sciriha's failed meter at 785 Challice Dr. Your outstanding customer service skills and teamwork did not go unnoticed the resident was impressed with the service she was provided by the Utilities team highlighting the professionalism and courtesy.

Your exemplary efforts demonstrated outstanding customer service & teamwork. 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
Cheri Cameron, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
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July 18th, 2023

Samara Rodier
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Jennifer Sciriha

Dear Samara:

This letter is to recognize your outstanding efforts in assisting with Jennifer Sciriha's failed meter at 785 Challice Dr. Your outstanding customer service skills and teamwork did not go unnoticed the resident was impressed with the service she was provided by the Utilities team highlighting the professionalism and courtesy.

Your exemplary efforts demonstrated outstanding customer service & teamwork. 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 read "Gordon", is written over a faint, large circular watermark that contains the words "HERNANDO COUNTY FLORIDA UTILITIES".

Gordon Onderdonk, PE, LEED AP
Director of Utilities

cc: Human Resources
Cheri Cameron, Utilities Business Manager
Maryellen Waite, Customer Relations Supervisor
Personnel File