

From: [Melissa Cosme](#)
To: [Brad Smith](#); [Patricia Lobb](#)
Subject: Re: Kudos
Date: Thursday, January 8, 2026 12:18:44 PM
Attachments: [Outlook-bl2yafn.png](#)

Good afternoon,

Wanted to send over this compliment received from customer about one of our service reps. Patricia Lobb.

Great job Patti!!

Thank you.



Melissa Cosme

Utilities Business Manager
Hernando County Utilities Department
15365 Cortez Boulevard, 1st Floor
Brooksville, FL 34613
352-540-4368

Website: <https://www.hernandocounty.us/departments/departments-n-z/utilities>

From: Clinton Taylor <CTaylor@co.hernando.fl.us>
Sent: Thursday, January 8, 2026 10:19 AM
To: Melissa Cosme <mmcosme@co.hernando.fl.us>
Subject: Kudos

Customer left a message this is the transcript below

Hi Patty, this is Kristen Williams. Um, yesterday you helped me out at my house at Hernando Beach, and I just wanted to thank you so much. It was the master bathroom toilet. You are 100% correct. And it started turning blue before I even dropped the pill in the thing. So, I can't thank you enough, and when I checked it out, the flap wasn't closing. Um, so it, I just, I just can't thank you enough. You took so much time and you were so patient with me and you were like, right on time, punctual, and, um, I wish the world had more people like you in it because you're awesome. And I hope that you have

a great day and a wonderful 2026. Have a great day.



Clinton Taylor | Service Rep Supervisor

Hernando County Utilities Department

15365 Cortez Boulevard, 1st Floor

Brooksville, FL 34613

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January 12, 2026

Patti Lobb
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Kristen Williams

Dear Patti:

The county received a glowing compliment from Kristen Williams (Hernando Beach) She wanted to praise you for being so friendly and helpful while assisting her with a leak on her property. She was very impressed with how patient you were and appreciated the extra time you took to explain the dye tabs leak detection process.

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,

Brad Smith
Interim Director of Utilities

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