

From: [Melissa Cosme](#)
To: [Brad Smith](#)
Cc: [Penny Grocholski](#)
Subject: Fw: 7500 DINSMORE ST
Date: Tuesday, March 24, 2026 4:28:12 PM
Attachments: [Outlook-sefot0jh.png](#)

Good afternoon,

Complement for Ceasar from a customer.

Thought I'd share.

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: Theresa Murphy <tmurphy@co.hernando.fl.us>
Sent: Tuesday, March 24, 2026 4:03 PM
To: Clinton Taylor <CTaylor@co.hernando.fl.us>
Cc: Melissa Cosme <mmcosme@co.hernando.fl.us>
Subject: 7500 DINSMORE ST

Good afternoon,

Violet Larson called to say Thank You to Cesar for helping her with a high bill and code 73 today. She states Cesar was kind and explained everything and put her mind at ease. She also stated, "there should be more people like Cesar".

Thank you,



Theresa Murphy | Customer Care Specialist

Hernando County Utilities Department

15365 Cortez Boulevard, 1st Floor

Brooksville, FL 34613

P (352) 754-4037 option 6

Email: HCUDCS@hernandocounty.us

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

Invoice Cloud: <https://www.invoicecloud.com/hernandocounty>

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15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613
P 352.754.4037 ♦ W www.HernandoCounty.us

March 31, 2026

Cesar Gonzalez
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Violet Larson

Dear Cesar:

The county received an admiring compliment from Violet Larson (7500 Dinsmore St) She wanted to recognize you for assisting her with Identifying why her water usage was increasing and stated that you did an outstanding job explaining her data download in detail. She truly appreciated your professional knowledge and exceptional calm and understanding demeanor and even stated "there should be more people like Cesar"

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
Director of Utilities

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