

Thomas C and Mary Ann Bowen

7112 Crown Oaks Dr.

Spring Hill, Fl. 34606

Brad Smith

Hernando County Utilities Director

15365 Cortez Blvd

Brooksville, Fl. 34613

Dear Director Smith

I want to apprise you of some outstanding service that I received from one of your employees sometime in the month of March this year. We purchased a 2nd house on Pine Meadows in Timber Pines in 2023 so we could temporarily move in our daughter Jennifer to help with her mother's recovery from several serious surgeries in January 2023.

After my wife recovered from her surgeries our daughter moved back to Ohio in late 2023 and we sold the house to a George Southworth in October 2023 who titled the house to 3KS Family Limited Partnership who had had their house in Hernando Beach flooded out after the hurricane in 2023.

As my memory serves me, we let the buyer move in prior to the sale being completed as they had been living on the 2nd floor of their house in Hernando Beach. We had a mutual friend and they were highly recommended. No rent was charged considering the circumstances. Somewhere in the scheme of things, we did not have the water shut off.

In March of this year, I discovered that I had been paying the water bill for the Pine Meadows house as well as for our home at 7112 Crown Oaks. I went to the Utilities Department that month, and when my turn came, I approached the counter. Marcus was clearly training a new employee and immediately took charge of the situation. He listened carefully to my complaint, left the counter to obviously talk to a supervisor and then returned. He advised me that your department would consider the matter and get back to me in several weeks.

Marcus called me on April 1, 2026, to let me know that we would receive a refund within a few weeks. I want to commend him for his excellent listening skills and his follow-up. He is a fine example of the kind of employee that is the "face" of a public entity. I want to thank your department and especially Marcus for his fine work.

Thomas Bowen

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UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

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

May 27, 2026

Marcus Porcu
Hernando County Utilities
15365 Cortez Blvd
Brooksville, FL 34613

Re: Commendation from Thomas & Mary Ann Bowen

Dear Marcus:

The county received a glowing compliment from Thomas & Mary Ann Bowen (7112 Crown Oaks Dr.) I would like to formally commend you for the exceptional service and professionalism you showed in assisting them with their account concerns. The residents stated you approached the situation with genuine empathy and patience; you listened attentively as he was explaining his concerns and you took ownership to resolve the matter giving the resident clear guidance as of the next steps. This level of care and professionalism reflects the highest standards of our Customer Care team showing dedication to helping customers with fairness, respect and sincerity is greatly appreciated .

Your dedication has made a lasting impression with this resident and a positive impact on our community. Job well done!

Sincerely,

A handwritten signature in green ink, appearing to read "Brad Smith", is written over a faint, large circular watermark that contains the word "FLORIDA".

Brad Smith
Director of Utilities

cc: Human Resources
Melissa Cosme, Utilities Business Manager
Kristen Doyle, Customer Relations Supervisor
Personnel File