

**From:** [Melissa Cosme](#)  
**To:** [Brad Smith](#); [Penny Grocholski](#)  
**Subject:** Fw: Service at 8047 Dellrose Ave, Brooksville  
**Date:** Monday, April 27, 2026 12:47:31 PM  
**Attachments:** [Outlook-z3pchci.png](#)

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Please see compliments below.

Thank you.



*Melissa Cosme*

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

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

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**From:** HCUD <hcud@co.hernando.fl.us>  
**Sent:** Monday, April 27, 2026 12:41 PM  
**To:** Kristen Doyle <Kristen.Doyle@co.hernando.fl.us>; Melissa Cosme <mmcosme@co.hernando.fl.us>; Clinton Taylor <CTaylor@co.hernando.fl.us>  
**Subject:** FW: Service at 8047 Dellrose Ave, Brooksville

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**From:** Karen Paolini <karen.paolini@yahoo.com>  
**Sent:** Monday, April 27, 2026 11:49 AM  
**To:** HCUD <hcud@co.hernando.fl.us>  
**Subject:** Service at 8047 Dellrose Ave, Brooksville

**CAUTION:** This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I am writing this little note to let y'all know what a fabulous experience we had.

My husband visited the utilities department customer service with photos of our water meter sinking into our front lawn a week or so ago. He spoke with Theresa. She was extremely helpful.

Within an hour of my husband's chat with Theresa, Jason was at our home to assess the issue. He was truly amazing and friendly.

A day or so later, Faith was out to put in a riser. Once again, very knowledgeable and friendly.

Today two gentlemen were out to lay sod around the new box for the meter. Very quick and friendly. (Unfortunately they were "too quick" and I didn't get their name, but their extra effort did not go unnoticed)

In a world where customer service sometimes seems like it's a forgotten art, you guys truly knocked it out of the park.

Thank you all for a wonderful job, quick, friendly and knowledgeable.

Best Regards,

Karen and Chet Paolini

[Yahoo Mail: Search, Organize, Conquer](#)



## UTILITIES DEPARTMENT

WATER ♦ WASTEWATER ♦ RECLAIMED WATER ♦ ENGINEERING ♦ CUSTOMER SERVICE

15365 CORTEZ BOULEVARD ♦ BROOKSVILLE, FLORIDA 34613  
P 352.754.4037 ♦ W [www.HernandoCounty.us](http://www.HernandoCounty.us)

April 29, 2026

Charles (Ken) Brooks  
Hernando County Utilities  
15365 Cortez Blvd  
Brooksville, FL 34613

Re: Commendation from Karen & Chet Paolini (8047 Dellrose Ave)

Dear Charles:

I would like to extend my sincere appreciation for the outstanding service provided during the recent incident involving a resident's meter box sinking into the front lawn. Your prompt response, professionalism, and teamwork ensured the issue was resolved quickly and with the highest level of care.

Each staff member involved demonstrated impressive knowledge, skill, and dedication. The friendly and courteous manner in which you assisted the resident reflects the quality of service we strive to deliver every day. Your quick actions not only addressed immediate concern but also reinforced the trust our community places in us.

Please accept this commendation as a form of gratitude for your exceptional performance. Your efforts exemplify the professionalism and commitment that make our department successful.

***"Coming together is a beginning; keeping together is progress; working together is success"***  
***~Henry Ford***

Sincerely,

A handwritten signature in blue ink that reads "Brad Smith".

Brad Smith, Director of Utilities  
Director of Utilities

cc: Human Resources  
Ricky Leach, Operations Manager  
Josh Martin, Distribution Supervisor  
Personnel File



## UTILITIES DEPARTMENT

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April 29, 2026

Theresa Murphy  
Hernando County Utilities  
15365 Cortez Blvd  
Brooksville, FL 34613

Re: Commendation from Karen & Chet Paolini (8047 Dellrose Ave)

Dear Theresa:

I would like to extend my sincere appreciation for the outstanding service provided during the recent incident involving a resident's meter box sinking into the front lawn. Your prompt response, professionalism, and teamwork ensured the issue was resolved quickly and with the highest level of care.

Each staff member involved demonstrated impressive knowledge, skill, and dedication. The friendly and courteous manner in which you assisted the resident reflects the quality of service we strive to deliver every day. Your quick actions not only addressed immediate concern but also reinforced the trust our community places in us.

Please accept this commendation as a form of gratitude for your exceptional performance. Your efforts exemplify the professionalism and commitment that make our department successful.

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***~Henry Ford***

Sincerely,

Brad Smith, Director of Utilities  
Director of Utilities

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





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April 29, 2026

Faith Jackson  
Hernando County Utilities  
15365 Cortez Blvd  
Brooksville, FL 34613

Re: Commendation from Karen & Chet Paolini (8047 Dellrose Ave)

Dear Faith:

I would like to extend my sincere appreciation for the outstanding service provided during the recent incident involving a resident's meter box sinking into the front lawn. Your prompt response, professionalism, and teamwork ensured the issue was resolved quickly and with the highest level of care.

Each staff member involved demonstrated impressive knowledge, skill, and dedication. The friendly and courteous manner in which you assisted the resident reflects the quality of service we strive to deliver every day. Your quick actions not only addressed immediate concern but also reinforced the trust our community places in us.

Please accept this commendation as a form of gratitude for your exceptional performance. Your efforts exemplify the professionalism and commitment that make our department successful.

***"Coming together is a beginning; keeping together is progress; working together is success"***  
***~Henry Ford***

Sincerely,

Brad Smith, Director of Utilities  
Director of Utilities

cc: Human Resources  
Ricky Leach, Operations Manager  
Josh Martin, Distribution Supervisor  
Personnel File



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April 29, 2026

Jason Reeves  
Hernando County Utilities  
15365 Cortez Blvd  
Brooksville, FL 34613

Re: Commendation from Karen & Chet Paolini (8047 Dellrose Ave)

Dear Jason:

I would like to extend my sincere appreciation for the outstanding service provided during the recent incident involving a resident's meter box sinking into the front lawn. Your prompt response, professionalism, and teamwork ensured the issue was resolved quickly and with the highest level of care.

Each staff member involved demonstrated impressive knowledge, skill, and dedication. The friendly and courteous manner in which you assisted the resident reflects the quality of service we strive to deliver every day. Your quick actions not only addressed immediate concern but also reinforced the trust our community places in us.

Please accept this commendation as a form of gratitude for your exceptional performance. Your efforts exemplify the professionalism and commitment that make our department successful.

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***~Henry Ford***

Sincerely,

Brad Smith, Director of Utilities  
Director of Utilities

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





## UTILITIES DEPARTMENT

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April 29, 2026

Joseph Colantonio  
Hernando County Utilities  
15365 Cortez Blvd  
Brooksville, FL 34613

Re: Commendation from Karen & Chet Paolini (8047 Dellrose Ave)

Dear Joseph:

I would like to extend my sincere appreciation for the outstanding service provided during the recent incident involving a resident's meter box sinking into the front lawn. Your prompt response, professionalism, and teamwork ensured the issue was resolved quickly and with the highest level of care.

Each staff member involved demonstrated impressive knowledge, skill, and dedication. The friendly and courteous manner in which you assisted the resident reflects the quality of service we strive to deliver every day. Your quick actions not only addressed immediate concern but also reinforced the trust our community places in us.

Please accept this commendation as a form of gratitude for your exceptional performance. Your efforts exemplify the professionalism and commitment that make our department successful.

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***~Henry Ford***

Sincerely,

Brad Smith, Director of Utilities  
Director of Utilities

cc: Human Resources  
Ricky Leach, Operations Manager  
Josh Martin, Distribution Supervisor  
Personnel File