

From: [Kirby, Joseph \(CI-StPaul\)](#)
To: [Swanson, Christopher \(CI-StPaul\)](#)
Subject: 37 Hatch Ave - Q2 Assessment Inquiry
Date: Wednesday, October 16, 2019 3:42:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[37 Hatch Ave W.Photo of Cart.10-14-19.jpg](#)

Good Afternoon Chris,

Terry Londroche (651-308-3441) submitted an LH because he is being charged \$110.48 for Q2 when the cart being serviced at his property was a small weekly cart and not a medium sized cart. Attached is a picture of the cart which Terry provided showing the small weekly cart he has been using.

Per our conversation, I spoke with Terry this afternoon and explained that his Q2 bill is going to be reduced to 1 35-gal small weekly cart level of \$70.34. I verified with Terry that he now has walk-up service and his medium cart has been returned to him. Terry did state that he has been dealing with missed collection twice a month since the beginning of the program up to August. I explained to Terry that I would bring this up to management and see if we can further reduce the referred bills. Are we able to further reduce it to the cost of the small EOW or is that something that will have to get hammered out in the LH? Also, this switch-up began Jan and wasn't fixed until April but the levied Q1 bill is for a medium cart plus three late fees. Can the Q1 bill be reduced as well?

Thank you!

Respectfully,



The Most Livable
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Joe Kirby
Customer Service Representative

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

P: 651-266-6103

F: 651-266-6222

joseph.kirby@ci.stpaul.mn.us



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