

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: ["Franklin, Romack"](#)
Subject: RE: 1025 Churchill St
Date: Tuesday, February 19, 2019 4:46:00 PM
Attachments: [image004.png](#)
[image005.png](#)

Thanks for the FYI

Chris

From: Franklin, Romack [mailto:RFranklin3@republicservices.com]
Sent: Tuesday, February 19, 2019 4:43 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1025 Churchill St

Chris,

Please see the email exchange below as an FYI.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com
o 651-286-4575 c 612-300-7497
w www.republicservices.com



We'll handle it from here.™

From: Highland Sanitation <info@highland sanitation.com>
Sent: Tuesday, February 19, 2019 4:12 PM
To: 'Nicole Franklin'
Subject: FW: 1025 Churchill St

Hi Nicole,

I am sure this will go to the City as a complaint.

I just want to get it into the City for them to see our response to this RDU.

Thank you for choosing Highland Sanitation & Recycling Inc!

Susan Stewart

Highland Sanitation & Recycling Inc.
(651)437-0001

From: Highland Sanitation [<mailto:info@highlandsanitation.com>]
Sent: Tuesday, February 19, 2019 4:11 PM
To: 'Snodie, Ann'
Subject: 1025 Churchill St

Hi Ann,

Lynn is no longer with Highland Sanitation. I will do my best to figure this out. I can understand your frustration, but let me explain how things work from our end.

The last quarter of 2018, we were given a list from the City of St. Paul. On that list was a billing name, address, dwelling units and carts that were delivered. We inputted this information from the City of St. Paul. As part of the contract with the City of St. Paul, we were not to change anyone's volumes unless they came through as an update from the City of St. Paul. No updates came through from the City of St. Paul for the last quarter of 2018 for your address. We will not change any billing during that quarter.

1. The person at Pubic Works should have informed you that: "Payments received after January 7, 2019, that are and are not specifically designated for the previous quarter's bill will be applied to the current charges or applied as a credit. This applies to both check and online payments."

Your payment that we received on January 8, 2019, has been applied to this quarter's bill (January, February, March). We process checks the day that we receive them. You will still need to pay the City of St. Paul the \$102.34.

2. We were not provided enough of the small 35 gallon weekly or 35 gallon every other week carts to swap out for the amount of requests that we received. When we received our second load of carts, we scheduled you for the smaller carts on January 25, 2019. As of that date, we reduced your rate to reflect your new volume. On February 8, 2019, we received an update from the City of St. Paul changing your home from a duplex to a single family home.

We removed your second can on February 15, 2019. Your rate changed once again as of that date.

January 5, 2019, we mailed you an invoice for \$156.91. January 8, 2019 your payment of \$102.34 was applied to that invoice leaving a balance of \$54.57. February 1, 2019 a late fee of \$2.73 was applied to the balance. You have a total due of \$57.30 for the January, February, March, service due before February 28, 2019. On March 1, 2019 a past due balance will incur another late fee. The credits you will be receiving from your volume changes will appear on your next invoice, April, May, June.

3. Your April, May, June bill will reflect service for a 35 gallon cart picked up every other week. Credits for volume changes from the previous quarter will also appear on this invoice.

Your original cart request or delivery is 100% the responsibility of the City of St. Paul. If there was anything incorrect in regard to that, you will have to talk to someone at the City of St. Paul.

If you have any other questions, please let me know.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: Snodie, Ann [<mailto:Ann.Snodie@Staples.com>]
Sent: Monday, February 18, 2019 10:29 PM
To: Highland Sanitation
Subject: RE: Attention Lynn

Hi Lynn,

Looks like the extra cart was finally removed this weekend, Sat 02/16/19.

I received a final invoice notice from the city (See Attached) showing I still owe \$102.34 from Q4 2018, Oct to Dec. 2018. I already paid Highland Sanitation the remaining bill of \$102.34 back on 01/08/19 (supposedly missing the 12/31/18 cut-off date). When I called the St Paul Public works on 02/08/19, I was told that My Garbage Hauler has to be the one to call the City to tell them that I already paid so they don't **double charge** me. I was told I cannot call them myself. It has to come from you.

The person at Public Works stated that since I was reclassified back in Q4 2018 and obviously was not using the service I was being billed for, that I need to contact you to negotiate any credit. They

told me that Public Works or the City *does not* have the ability to credit me but that you do, as the Garbage Hauler. They also said that the agreement between you and the city is stated that the hauler cannot overcharge. The gentlemen told me that his records show that I was re-classified and that my situation was “pending”

From the very beginning, I signed up for the small container with a pick-up of every two weeks (44.16 +tax), not realizing that I was wrongly classified. The 1st bill I received was for \$156.91, including late fees, which equates to approximately \$27 for each small white kitchen size garbage bag (6 qty. in that time period). I know you realize this is an unreasonable rate that I am being charged for services not used. At that time I only paid a portion of the bill. When I called you for the 2nd time back in Dec 2018 to tell you that I was re-classified on Dec 17th 2018 from a duplex to a single family home, you told me that no changes could be made until the 1st of the year but you could at least put me on 2-qty *small* containers with pick-up every two weeks. But that never happened and I received a 2nd Bill from you with the exact same charge as before for \$156.91. I don't know if you have a separate person doing the accounting for your office that I should contact???...but all this time, I have not been serviced for two containers and in fact I didn't even have the second container out until you told me you were going to trade-out containers the 1st week in January, which never happened either. Before I disputed this notice with the City, I wanted to give you the opportunity to make this right. I am asking you to see what you could do for me.

What I would like to see from you:

1. Call the City to tell them that I already paid the Q4 2018 bill so they don't **double charge** me.
2. Negotiate the price from the last two billing and credit me what we agree is fair.
3. Have the next quarter reflect the correct billing for **ONE** small container with a pick-up of every two weeks (44.16 +tax).

I hope we can work something out. Thank you for your time and assistance with this. Feel free to call me to discuss.

Ann Snodie, LEED Green Associate
Interior Designer II, NCIDQ
Staples Business Advantage

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Business Advantage

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T: 651-639-4702

F: 651-234-4181

ann.snodie@staples.com

www.staplesadvantage.com

1233 West County Road E, Arden Hills, MN 55112

From: Highland Sanitation [<mailto:info@highland sanitation.com>]

Sent: Monday, February 4, 2019 12:28 PM

To: Snodie, Ann <Ann.Snodie@Staples.com>

Subject: RE: Attention Lynn

Dear Ann-

Fantastic; thank you! We will remove the extra 35G cart this Friday February 8th, 2019.
Have a great day!

Lynn Jaspersen

info@highlandsanitation.com

Highland Sanitation & Recycling Inc

(651) 437-0001

From: Snodie, Ann [<mailto:Ann.Snodie@Staples.com>]

Sent: Monday, February 04, 2019 11:23 AM

To: info@highlandsanitation.com

Subject: Attention Lynn

Please forward a copy of this letter to Lynn. Thank you.

Ann Snodie, LEED Green Associate

Interior Designer II, NCIDQ

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