

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, April 9, 2020 4:58 PM
To: info@apts.cc
Cc: Pillsbury, Clare (CI-StPaul)
Subject: RE: Republic Services - retroactive invoices received

Follow Up Flag: Follow up
Flag Status: Completed

Hi Alisa,

I hope this email finds you and your family well. This email is regarding 93 & 99 N. Milton St. in St. Paul. This is for the two 4-unit multifamily properties serviced by Republic services.

I have been pulling some information together for you to review before your upcoming legislative hearing.

I understand that you've disputed every garbage assessment since the program started in 2018. The problem is that a lower assessment amount does not immediately tell us the bill is incorrect. Residents were calling into their hauler and putting carts/units on service holds, requesting credits for misses, or any other list of customer service items. Properties with a lower bill may have been given credits by the hauler for any number of reasons. An assessment lower than the standard charge did not seem out of the ordinary to staff. We found out later that this underbilling of multi-units was due to an error with Republics billing system.

In July, Republic identified they were undercharging some multi-units. They drafted a letter explaining the back-bill issue. They sent this letter out to all impacted multi-unit properties along with the new back bill invoice. The back-bill was the difference between what the resident should have been charged during Q4 2018- Q2 2019, and what customers were charged.

It's frustrating to hear Republic was unable to provide you an answer for the quarterly breakdown of the back-bill. They may have failed to understand that you would need the total charge broken out into quarters for your record keeping. As you requested, I have broken the billing down for each of your properties. The back-bill amount of \$403.91 was added to the Q4 2019 outstanding amount (\$441.98) for a total of \$845.89. See billing breakdown below.

99 Milton			
Quarter	Should Have Charged	Actually Charged	Difference
Q4 2018	\$ 441.98	\$ 287.13	\$ 154.85
Q1 2019	\$ 441.98	\$ 302.10	\$ 139.88
Q2 2109	\$ 441.98	\$ 287.13	\$ 154.85
Backbill Q4 2018-Q2 2019	\$ -	\$ 403.91	\$ (403.91)
Q3 2019	\$ 441.98	\$ 442.24	\$ (0.26)
Q4 2019	\$ 441.98	\$ 441.98	\$ -
Sum	\$ 2,209.90	\$ 2,164.49	\$ 45.41

93 Milton			
Quarter	Should Have Charged	Actually Charged	Difference
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Q3 2019	\$ 441.98	\$ 442.24	\$ (0.26)
Q4 2019	\$ 441.98	\$ 441.98	\$ -
Sum	\$ 2,209.90	\$ 2,164.49	\$ 45.41

Ultimately, this assessment and back bill amount looks to be correct. The total that you should have been charged for service for four medium carts over the last 5 quarters should have been \$2,209.90. It appears the final assessment is just under that total amount.

Looking simply at the total invoiced amount, the pending assessment total is correct. That's only part of this story. I still want to address your issue with Republic's customer service. When you called into their offices, their staff should have been able to break out the back-bill. I would not pay a bill if I was not entirely sure of what services I was receiving. Because Republic was unable to answer your billing questions, I am recommending that we remove any late charges on the back bill (Old amount \$403.01- New amount \$378.92) and the late fees on the quarter 4 2019 assessment (Old Amount \$441.98- New amount \$384.32). The new amount we will recommend for the Q4 2019 assessment at each of your properties will be \$763.24.

I hope that addresses this issue. If you want to talk more on this issue, please do not hesitate to send me an email or give me a call at 651-266-8897.

Have a wonderful day and please stay healthy!

Chris

From: Alisa Lein <info@apts.cc>
Sent: Wednesday, April 1, 2020 9:21 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Republic Services - retroactive invoices received

Think Before You Click: This email originated outside our organization.

Thanks Chris, we'll wait to hear from you. Alisa
651-224-2653 (w)

On Wed, Apr 1, 2020 at 9:18 AM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa and Eric,

We have changed the hearing date to 04/09/2020. That will give me some time to look into this and check back with you. I hope to have something for you to review in the next couple of days.

Have a wonderful day!

cs

From: Alisa Lein <info@apts.cc>
Sent: Tuesday, March 31, 2020 4:21 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Republic Services - retroactive invoices received

Think Before You Click: This email originated outside our organization.

Chris -

Thank you! Please do keep us in the loop on what you find out from the hearing officer and Republic Services. Alisa & Eric Lein

651-224-2653

On Tue, Mar 31, 2020 at 4:07 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa and Eric,

Hope you both are doing well and staying healthy!

I am working to lay this hearing over for a week or two so that we have time to pull the info together on this. Once I hear back from the hearing officer, I will follow up with you.

I should be able to get some more info pulled together in the next few days on this.

Have a wonderful day!

Chris

From: Alisa Lein <info@apts.cc>
Sent: Monday, March 30, 2020 8:46 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Republic Services - retroactive invoices received

Think Before You Click: This email originated outside our organization.

Chris -

I'm just following up as we have never received anything from Republic Services regarding the e-mails below. What you see below is the last correspondence with you and also Republic Services. Reason I bring this up today is because we are scheduled for the Legislative Hearing (LH) for these assessments this week of March 30, 2020 with Marcia M.

Can you help resolve this issue prior to the LH and/or the City Council?

Thank you, Alisa & Eric Lein

651-224-2653

info@apts.cc

On Wed, Feb 5, 2020 at 1:05 PM Alisa Lein <info@apts.cc> wrote:

Hi Chris-

No, they have not. Nothing from them in the US mail either as of today.

They did however very quickly cash our check for the full Q1-2020 payment minus Q4-2019 missed credits.

Thanks for following up & continuing to reach out to Republic Services. Alisa

651-224-2653

On Wed, Feb 5, 2020, 12:59 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa,

I hope you are doing well. Did Republic ever follow up with you on the issue below?

I want to be sure that we have all your issues resolved.

Chris

From: Alisa Lein [mailto:info@apts.cc]

Sent: Wednesday, January 22, 2020 2:29 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Cc: Eric (info@apts.cc) <info@apts.cc>

Subject: Re: Republic Services - retroactive invoices received

Think Before You Click: This email originated outside our organization.

Hi Chris -

We are still waiting to hear back regarding the emails below. Thanks, Alisa & Eric Lein

651-224-2653

On Fri, Jan 17, 2020, 9:41 AM Alisa Lein <info@apts.cc> wrote:

Chris -

Frances from Republic Services called me on January 9, 2020 and we talked about my e-mail below. I unfortunately am still waiting for her as of today, January 17, 2020, or someone else from Republic, to contact me again as she was going to look into the issue.

We need a written statement with the exact details on any charges for any retroactive billing. Not just numbers pulled out of the air.

Frances did tell me that I should have disputed the original invoice w/in 30 days of receiving it. I did tell her that I did and that representative never got back to me either.

Again, this is not ok and not acceptable customer service to us and our multifamily properties. These are reasonable requests from anyone being mandated charges by the City of St. Paul. If Republic and/or the City of St. Paul messed up on the billing or payment promises, it is not our fault.

Please help to have this issue resolved. Thank you, Alisa Lein

651-224-2653 (w)

On Wed, Jan 8, 2020 at 2:00 PM Alisa Lein <info@apts.cc> wrote:

Hi Chris -

Since this was a different "topic" I wanted to keep e-mails separate for ease of tracking.

This is in regards to 93 & 99 N. Milton St., St. Paul, MN 55104. They are two 4-unit multifamily properties.

Months ago now at this point we received a "retroactive" invoice from Republic Services (in early August 2019) for each of our 4 unit properties. It wasn't just a few dollars but each one was for \$403.91! Yikes!

I called and asked Republic the reasoning behind this additional invoice. The RS rep told me, "well, we invoiced incorrectly and so this is catching up for our mistake but I don't know for what dates it's for, sorry. I'll see if I can get that info and get back to you."

You can likely imagine my response to the rep on the phone.

I politely told her, "If I go to a store and purchase one loaf of bread and am charged \$1 vs the actual cost of \$3, the store should not and will not go and invoice me for their mistake of under charging by \$2 any time they want at a later date and especially w/o any detailed explanation." She agreed but couldn't do anything to reverse the invoice.

I told her our properties are a business, this isn't my personal house. I need a detailed invoice of exactly the dates for the charges and an explanation on the charges before we agree to any of them. When we are audited, I need exact details of expenses, not just numbers pulled out of thin air potentially months after the fact. We won't accept or just pay a bill for \$403.91 with no details on it and it absolutely should not be put on taxes unless there is a valid explanation. If Republic did in fact screw up and not bill us correctly, it's not our fault and to bill potentially for time in 2018 and 2019 is absolutely not ethically ok. The only date and info on the retroactive invoice is "Pickup Service 07/31 for 1 - 68 gallon cart, 1 Lift Per Week" and we all know \$403.91 is NOT correct for one day of service for one cart. RS or the City of St. Paul should eat/pay the mistake, not the customer.

We have also disputed every quarter of charges in writing since the program started October 1, 2018 at both of these properties. The LH officer, Marcia M., you, and the City Council all said, each quarter, the charges on those invoices from RS were correct and we, the property owner, must pay them or they will be put on property

taxes. Never once were we told by anyone in the city at the LH meetings or the City Council hearings that the charges from RS were potentially incorrect and under billed.

Again, it's not our fault. Ethically, this is really bad both for RS and the City of St. Paul and one more not ok "mistake" put onto multifamily properties under this garbage program.

Chris, can you please promptly help get the detailed invoices from Republic Services for exactly why the charges were invoiced and for the exact dates of service? Please also let us know if RS and/or the City of St. Paul agree to not having these invoices put onto our property taxes due to not our mistake. I have never heard back from RS about them following up with me, as the rep said she would. By now, I have given them plenty of time to investigate and look into the issue.

These are the retroactive invoice #'s: 0923-004052776 and 0923-004052777.

If you need additional info, please let me know.

Thank you again, Alisa Lein

651-224-2653 (w)