

Vang, Mai (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, August 1, 2019 9:20 AM
To: Vang, Mai (CI-StPaul); Moermond, Marcia (CI-StPaul); Zimny, Joanna (CI-StPaul)
Cc: Chao, Diana (CI-StPaul)
Subject: FW: For the garbage thing

Email for 820 Brown Ave

Chris

-----Original Message-----

From: Angie Lopez [mailto:alopez1203@icloud.com]
Sent: Thursday, August 1, 2019 9:19 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: For the garbage thing

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

For the garbage thing

We received the first invoice before the services started and it was paid

Next we received a notice of lack of payment, when I called the lady in the phone said that invoices had gone out on X/X/XX date, to which I replied that I didn't get it but either way in order for me to be able to make a payment online the system required an invoice number and because I didn't have an invoice I didn't have that number available. She agreed to email me the invoice so I could have it but never received it.

Next I asked to speak about the increase in the amount due, the second bill was about \$70 more than the first one and when I asked why she started to say what seemed like a scripted statement that sounded as if she was reading it which stated that per the new policy/rule/law in the city of St. Paul we are going to get charge \$3 or \$4 (I can't remember which) for EVERY ITEM outside the garbage can AND also if the top of the can was not completely closed. I said that this was insane and that I wanted to speak with somebody that could work with me on this charges specially since this was all new to everyone and now that I knew I could try to avoid them in the future, she then replied and said that I missed my window and that they would only work with people within 30 days of the invoice date. I then asked to speak with somebody else and that the invoice was not received and therefore they should be willing to work with me since this was the first move invoice since the service had started to which she replied that she was sorry but they were unable to that and started yet another statement that sounded scripted, she started that per the new ordinance in the city of St. Paul. . . I then cut her off and said I don't really need stuff read out loud to me and that it was ridiculous that we now have no say in our service and that the city has giving providers like them the power to do whatever they want and I can't do anything about it because if "the new ordinance" And that customer service was now not important.

I told her that I disagreed that they were given a blank check and that there are no checks or balances to make sure they don't just charge extra fees for no reason. She then said that they have pictures with date and time stamps that are recorded on their trucks so I asked for her to please send me those so that I could see where the charges are coming from and hung up.

After the call I did receive one email that included FOUR PICTURES of which 2 of them were from the same day. So in reality they supplied pictures for around \$10 in extra charges and never sent the invoice I requested.

At the end of the day, I am not refusing to pay for a service but the new ordinance has made it where this companies don't care and don't have to care about their customers because they are guaranteed payment

Furthermore,

In weeks like holiday weeks (Xmas, New Years, thanksgiving, etc) which the company chooses to give themselves a day off on a pagan holiday we should not be penalized with extra fees

If they decide to take off a day of the week off, it represents over 14% of the week for us. Meaning my total waste could be up to 14% more which could force me to have items outside of the can and then get charged for it \$3 at a time

We got a notice of lack of payment but never a bill, even after I asked for it

Sent from my iPhone