

Colin Mattie <colinmattie@yahoo.com>

To:FEstrella@republicservices.com

Jan 22 at 3:20 PM

I'm writing to you regarding my bill for \$156.91.

From the time I received my very first bill for this service, back when Republic took over this contract, and on the day of receiving that bill, I requested to have 2 32 gallon containers with removal every two weeks. I was told that Republic would pick up the 68 gal. container from the curb, which did not happen. Today, for the first time, I was told by Republic, that I need to contact the city to remove the container, which I just did. Can you please help me? The last time I contacted Republic, and the time before that, I was told that I would only be charged for the smaller container. As you can see by my bill today, I am being charged for the big one, as well. This is not fair, as I've been told repeatedly, by Republic customer service, that I'm only being charged for the smaller one. I understand that the city requires this property to have two containers, and I did request, from the beginning, two small ones with every other week removal. Please help me and don't keep on promising what you can't deliver. I am tired of this. Thank you.

Colin Mattie <colinmattie@yahoo.com>

To:Estrella, Frances

Jan 24 at 4:29 PM

I expect my bill to reflect that I made this request in October. There is no reason for me to be billed for the higher cost service in January. I have not used the larger container at all.

Thank you,

Colin Mattie <colinmattie@yahoo.com>

To:Estrella, Frances

Mar 5 at 3:06 PM

Thank you. Can you tell me why I am still being billed for a service I asked to be reduced in October? At that time, I asked to have it reduced to the least possible, for me, which is two carts, both 32 gal, both every other week? It was agreed at that time, that it would be done. Now, I'm being charged interest, on top of the service which I asked to be reduced. The city still hasn't switched out the carts. They now say it is the hauler's responsibility to do.

Colin Mattie <colinmattie@yahoo.com>

To:Estrella, Frances

Mar 26 at 7:48 PM

My bill dated Jan. 27 should be for 2 X \$44.16, so I am sending payment for 88.32. I don't know what the exact fees and charges are that go with that. I was hoping you would adjust my bill, per our conversation since Jan. 22. I am in contact with the city to help resolve my problems with getting any kind of satisfactory customer service, which go back to October.

Colin Mattie

Colin Mattie <colinmattie@yahoo.com>

To:Estrella, Frances

Mar 27 at 2:33 PM

I'd like to speak to your supervisor, please.

Colin Mattie