

Pillsbury, Clare (CI-StPaul)

From: Vilaiphon Xiong <vilaiphonxiong@yahoo.com>
Sent: Monday, April 13, 2020 9:02 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: Re: Ratification of Assessment Information Request
Attachments: Ratification of Assessment#1.pdf; Advance Disposal Bill 04-26-20.pdf; Advance Disposal Bill 01-26-20.pdf; Payment 01-26-20 Bill.pdf; Advance Disposal Bill 10-27-19.pdf; Payment 10-27-19 Bill.pdf; IMG_20200413_171355.jpg; IMG_20200413_171406.jpg; IMG_20200413_171418.jpg; IMG_20200413_171336 (1).jpg

Follow Up Flag: Follow up
Flag Status: Completed

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Hi Clare,

It seems the problem with Advance Disposal has not been resolved. We just received another Ratification of Assessment Hearing for 04-16-2020. Can you help us understand why we have been sent this notice? On the letter it is stating that this hearing is in regards to the garbage bill services provided October-December of 2019. Per our previous emails this was part of the issue we had resolved and cleared up. We are getting billed again for the large 90-98 gallon trash cart but have not received it. We currently still have the 60-68 gallon trash cart. We have attached some documents that can help with clearing this misunderstanding up along with images of our current cart size and serial number. Please help us understanding this confusion with Advance Disposal. If there is any additional information that is needed or have questions please let us know. The Xiong residents truly appreciate everything you done for us and would like to thank you.

Thanks
Vilaiphon Xiong

On Wednesday, January 29, 2020, 12:25:37 PM CST, Pillsbury, Clare (CI-StPaul) <clare.pillsbury@ci.stpaul.mn.us> wrote:

Thank you for all your work. I apologize for the time you have had to put in to correct this mistake. We are going to recommend that the assessment be removed. This means that you do not have to attend the hearing (although you are still able to). We have also spoken to Advanced Disposal regarding your bills for Quarter 4 2019 service period and this current service period. They should reflect that you had a 64-gallon cart instead of a 94-gallon cart. I have also requested that Advanced Disposal deliver a 94-gallon cart as soon as possible. Please contact me if you have any additional issues.

Thank you!



Clare Pillsbury

Management Assistant I

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www.stpaul.gov/garbage

From: Vilaiphon Xiong [mailto:vilaiphonxiong@yahoo.com]
Sent: Tuesday, January 28, 2020 2:52 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Re: Ratification of Assessment Information Request

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

We currently have the 64-gallon cart. We never received the 94-gallon cart the we request back in the second quarter (April-June 2019). During the ratification hearing on 10/24/19 we where told that the serial number on the current cart we have is still same one that was sent to us when the St. Paul switched over to the new garbage system. We have made numerous attempts to get this issue fixed with Advance Disposal but it seems they where not willing to work with us on solving this issue. I believe if Advance Disposal had listen to our story and did an investigation as we requested everything would have gotten resolved without the city of St. Paul getting involved. We as the customer just want to be treated fairly and we feel that we have not been treated fairly in this case. All we want is for this misunderstanding to get resolved. I added image attachments of the cart from our 10-24-19 hearing. The images where taken right before the hearing on 10/20/19. Please let me know if there is anything else I can help with. Thank you for all your help.

On Tuesday, January 28, 2020, 02:00:05 PM CST, Pillsbury, Clare (CI-StPaul) <clare.pillsbury@ci.stpaul.mn.us> wrote:

Thank you Vilaophon. I think that I see the issue here. It looks like you are being charged for a large 94-gallon cart (which is \$102.44 per quarter) and paying for a medium 64-gallon cart (\$96.08 per period). That would create an unpaid balance

of \$6.36, which is what your assessment is for. Which size cart do you have? From your bills, it looks like there pay have been a cart switch in Quarter 2 (April – June 2019). Please let me know.



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From: Vilaiphon Xiong [<mailto:vilaiphonxiong@yahoo.com>]
Sent: Tuesday, January 28, 2020 1:53 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Re: Ratification of Assessment Information Request

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

Good Afternoon,

I am sorry if I missed that attachment. Attached to this email is the payment for 7/25/19 - 1/26/20. It covers both the second, third and fourth quarter payment for 2019. The only late payment that was made in 2019 was on 10/27/19 bill. On the 1/26/20 bill a late fee of was added to the bill.

On Tuesday, January 28, 2020, 11:33:56 AM CST, Pillsbury, Clare (CI-StPaul) <clare.pillsbury@ci.stpaul.mn.us> wrote:

Hello Vilaiphon,

Unfortunately, I could not find any record of payment from the period of 07/01/2019 – 09/30/2019. Could you attached this to the next e-mail? This is the most important document in order for me to be able to recommend that the assessment be removed. Please provide this as soon as possible so that I we can try and resolve this before the hearing.

Thank you!



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From: Vilaiphon Xiong [<mailto:vilaiphonxiong@yahoo.com>]
Sent: Monday, January 27, 2020 11:25 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Ratification of Assessment Information Request

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

Good Morning,

I am sending you all the information on behalf Mai Neng Vang upon her approval. Based on our assessments we do not have any out standing balance to be paid to Advance Disposal currently. We talk on Friday Morning and you requested for documents regarding payments and bills to show proof that we had paid the garbage bill on time from date 07-05-19 to the current one 01-26-20. Attached to this email are all the documents you requested. I added additional documents to help clarify the previous issues we had with Advance Disposal regarding the 10-24-19 Ratification of Assessment Letter. The documents added are ones we brought to the hearing on 11-13-19 as evidence to our case. If you need additional information or have any questions email me be back or call at 651-428-7905. Please send me a email back when you receive this email to let me know that it has been received.

Thank you,

Vilaiphon Xiong, 908 York Ave. Residence