

Vang, Mai (CI-StPaul)

From: Alisa Lein <info@apts.cc>
Sent: Thursday, April 16, 2020 11:46 AM
To: *CI-StPaul_LegislativeHearings; Swanson, Christopher (CI-StPaul)
Cc: Eric (info@apts.cc)
Subject: RLH TA 20-256 & RLH TA-255 (93 & 99 N. Milton St)
Attachments: 20200416_102520.jpg; 20200416_101914.jpg

Marcia -

Please see the attached photos. On August 13, 2019, we received the following:

- the attached letter from Republic Services
- an invoice for the "back billing"

Please note:

- there are no details in the form letter saying for what time period, what carts, number of lifts, etc. were incorrectly billed nor specific details explaining why they were incorrectly billed. All the letter says is that each RDU is to have its own carted service and that our building has more than one RDU (which Republic Services has known all along as it had been billed as 4 carts at each of these addresses since October 1, 2018).

- in the letter, it says the "quarterly" invoice is enclosed but that is also incorrect as the Q3-2019 invoice was actually received on July 13, 2019. It is the "back billing" invoice Republic Services enclosed with the letter.

- on the "back billing" invoice, the specific information given is "1 68 gallon cart, 1 lift per week" and "Pickup Service 07/31". Republic Services has everything lumped together for one date (July 31) not even a date in Q4-2018, Q1-2019, or Q2-2019.

I immediately called the phone number listed in the letter in August 2019 with my questions and concerns asking for a detailed breakdown of what the charges were for, dates, lifts, etc as there is no way 1 lift for 1 68 gallon cart on July 31, 2019 cost \$403.91 including taxes and fees.

Republic Services was never able to give me requested information and it was only on April 9, 2020 that Chris Swanson at the City of St. Paul was able to extract the breakdown details out of Republic Services.

Again, there is no hauler accountability for mistake after mistake after mistake from Republic Services. As a customer, it's the service providers responsibility to ensure their billing is accurate each and every time. If it's not, sending an "oops, we messed up" letter months later is not ethical business practice.

Republic Services should forfeit: (1) late fees; (2) underbilled amounts; plus compensate (3) payment for Alisa's/Eric's (and City staff's) hours of administrative time dealing with these hassles.

Thank you! Alisa Lein
651-224-2653
info@apts.cc



August 5, 2019

Dear Resident,

It has come to our attention that your address associated with the enclosed invoice, has more than one Residential Dwelling Unit (RDU) and has been billed incorrectly under the new Saint Paul Organized Trash Collection program. Under this contract, each RDU is required to have its own carted service. Republic Services has updated your billing to reflect separate service for each RDU, which will result in an additional charge. You will see the retroactive charges on your enclosed quarterly invoice.

Please call customer service at (651) 286-4590 with any questions or concerns.

We appreciate your understanding and continued service.

Thank you,

Romack Franklin
Municipal Services Manager



4325 East 66th St
Inver Grove Heights MN 55075

Customer Service (952) 941-5174
RepublicServices.com/Support

Important Information

With My Resource, you can easily access your account, pay your bill, schedule a pickup and more. Sign up today at RepublicServices.com/MyAccount

Rec'd 8/13/19

93

RETROACTIVE FOR [redacted] + 26 7/19

Account Number [redacted]
Invoice Number 0923-00400
Invoice Date August 05, 2019
Past Due on 08/05/19 \$387.06
Payments/Adjustments \$19.35
Current Invoice Charges \$403.91

Total Amount Due	Payment Due Date
\$810.32	Past Due

PAYMENTS/ADJUSTMENTS

Description	Reference	Amount
Inv# 004046259 Dated 08/02/19 Re: Late Fee		\$19.35

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Eric M Lein 93 Milton St N Saint Paul, MN 1 68 Gallon Cart, 1 Lift Per Week Pickup Service 07/31 Multi-Unit Back Billing				\$293.22
Total County Environmental Charge				\$82.10
Total Solid Waste Management Tax				\$28.59
CURRENT INVOICE CHARGES, Due by August 25, 2019				\$403.91



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Pay your bill, schedule a pickup, and much more with My Resource.
RepublicServices.com/MyAccount



Past Due	30 Days \$406.41	60 Days \$0.00	90+ Days \$0.00
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L2RCACDTAC 000040 12NNNNNNNN NNN NNN 001 001 000085 21295652.2



4325 East 66th St
Inver Grove Heights MN 55075

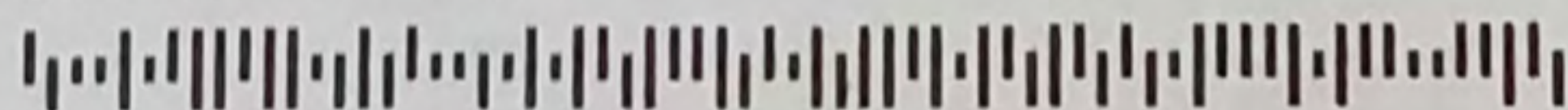
Please Return This
Portion With Payment

Total Enclosed

[Empty box for total enclosed amount]

Address Service Requested

L2RCACDTAC 000040



ERIC M LEIN

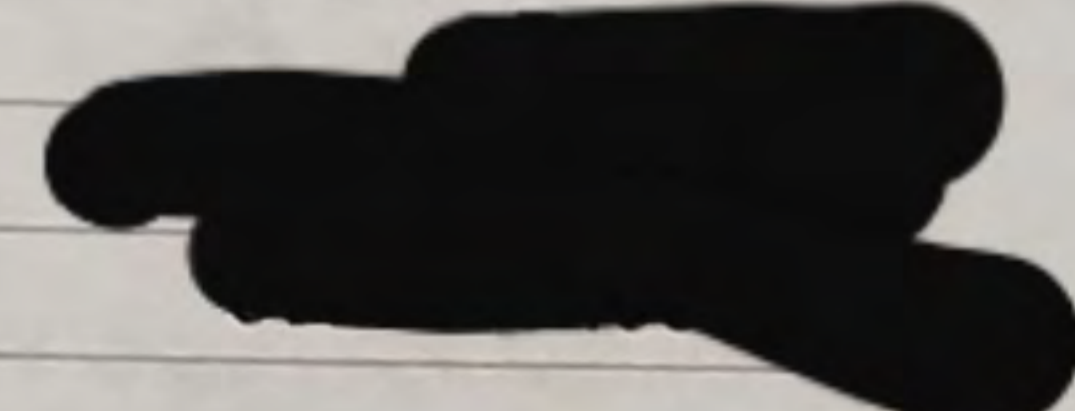
SAINT PAUL MN 55102-2186

Total Amount Due \$810.32

Payment Due Date

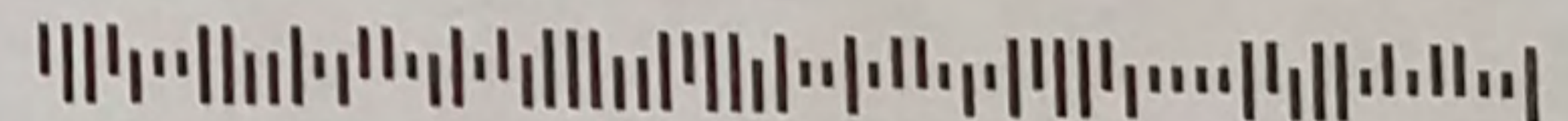
Account Number

Invoice Number



For Billing Address Changes,
Check Box and Complete Reverse

Make Checks Payable To:



REPUBLIC SERVICES #923
PO BOX 9001154
LOUISVILLE KY 40290-1154

30923860670900000040527760000403910000810324