

Pillsbury, Clare (CI-StPaul)

From: Bryant, Chris (Corporates) <Christine.Bryant@thomsonreuters.com>
Sent: Tuesday, November 19, 2019 3:23 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: 25 Delos St. W - File #CG1903A3
Attachments: 3:30 Hearing Today - 25 Delos St. W. (File # CG1903A3)

Follow Up Flag: Follow up
Flag Status: Completed

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

Hi Clare,

Good afternoon, thank you for your call yesterday. I really appreciate all your help. As discussed, I have added a summary of my dispute below for file #CG1903A3 in the amount of \$356.63. I also attached a copy of my original email to Mai, with the corresponding exhibits attached.


In summary: We should not have to pay a bill and fees that we did not know we owed, that is not clearly itemized, was billed so late it breaks the contract with the city, includes late fees (A bill we did not know we owed), that is falsified (it was not sent to us nor online by the billing date of April 2019) and that has resulted in a time loss to us.

More info if needed:

- We have spent many hours trying to obtain a bill from the trash haulers since October 2018. Calling every month from 10-2018 to 2-2019.
- The first bill we received was July 5th (See Exhibit #1 below)
- June 2019: we received the first bill in the mail and it was for \$141.81, we went on line and created an account and paid that bill along with every bill since. Our current balance displays as -\$5 (See Exhibit 2 below).
- October 2019: We received a Ratification of Assessment notice for \$354.29 from the city.
- November 2019: Looking online we now see a bill posted for April 2019, that was not in the system on the displayed billing date, nor did we receive this bill. (Exhibit #3)
 - Exhibit 3 shows \$308.08 in fees (Dated as April)
 - The first bill we received is dated July 5th shows a credit of \$308.08.
 - July 5th also shows three separate late fees totaling \$48.55 and then a credit for \$48.55.
- We should not be charged three late fees for a bill we never received (All three late fees were first shown on bill dated July 5 and then credited on the same bill). After the bill that showed the fees credited we did not hear anything about them until they were included in the ratification of assessment that we received in October 2019.
- The billing clearly demonstrates a breach in the contract as The Residential Solid Waste, Yard Waste and bulky Waste Collection Agreement states, "Consortium Members are responsible for invoicing, collecting payments and performing administrative functions related to billing each RDU Services. Consortium Members shall bill each RDU on a quarterly basis for all services including all base level services and any requested additional service."
 - We did not know we owed \$354.29 until we received a Ratification of Assessment notice from the city.
 - The bill dated from July 5 shows that the \$354.29 was credited, if there was another intention the statement should be itemized with a description.
 - The bill dated April 2019 was never received nor posted by the displayed billing date.

- I could read more of the contract and am certain I would find more data to support our dispute but between my husband and I we have now utilized 7 hours of our time trying to get this situation resolved which has resulted in a \$259 loss of time.

Exhibit #1



4325 East 66th St
Inver Grove Heights MN 55075

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

Important Information
St Paul's trash collection program requires each Residential Dwelling Unit (RDU) to have its own carted service. Your billing has been updated to reflect separate service for each RDU, which resulted in an increased rate per cart.

Account Number 3-0923-0071314
Invoice Number 0923-004013950
Invoice Date July 05, 2019
Previous Balance \$308.08
Payments/Adjustments -\$308.08
Current Invoice Charges \$141.81

Total Amount Due	Payment Due Date
\$141.81	July 25, 2019


PAYMENTS/ADJUSTMENTS

Description	Reference	Amount
Inv# 003947830 Dated 05/01/19		\$15.40
Re: Late Fee		
Inv# 003967331 Dated 05/31/19		\$16.17
Re: Late Fee		
Inv# 004002130 Dated 07/01/19		\$16.98
Re: Late Fee		
Inv# 003922345 Dated 04/05/19		-\$308.08
Re: Residential Service		
Inv# 003951832 Dated 05/01/19		-\$15.40
Re: Residential Service		
Inv# 003970120 Dated 05/31/19		-\$16.17
Re: Residential Service		
Inv# 004004136 Dated 07/01/19		-\$16.98
Re: Residential Service		

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Christine Bryant 25 Delos St W Saint Paul, MN Contract: 69354 (C1)				
2 Waste Container 32 Gal, 2 Lifts Per Week				
Residential Service 07/01-07/01			\$74.55	\$0.82
1 Waste Container 32 Gal, 1 Lift Per Week				
Residential Service 07/01-09/30			\$51.06	\$51.06
1 Waste Container 32 Gal, 1 Lift Per Week				
Residential Service 07/01-09/30			\$51.06	\$51.06
Total County Environmental Charge				\$28.83
Total Solid Waste Management Tax				\$10.04
CURRENT INVOICE CHARGES				\$141.81

Exhibit #2



[DASHBOARD](#) [PAYMENTS](#) [SERVICES](#) [SUPPORT](#)

Search Site

[Payment Settings](#) [View Charges](#) [View Invoices](#)

Payments Overview

Total Balance:
-\$5.00

Pay Now

[View Payment Settings >](#)

Last Payment Amount: \$258.48
Last Payment Date: 10/09/2019
Current Invoice Due Date: 10/25/2019


Balance may not include pending credits/debits not yet posted. Please allow up to 48 hours for payment processing.

Save time & automatically pay bills. You will receive your paperless statements at: cnbryan3@gmail.com

Sign Up For Auto Pay

[Paperless Billing Settings >](#)

Exhibit #3



4325 East 66th St
 Inver Grove Heights MN 55075
Customer Service (952) 941-5174
 RepublicServices.com/Support

Account Number 3-0923-0071314
Invoice Number 0923-003922345
Invoice Date April 05, 2019
Previous Balance \$0.00
Payments/Adjustments \$0.00
Current Invoice Charges \$308.08

Total Amount Due	Payment Due Date
\$308.08	April 25, 2019

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

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Christine Bryant 25 Delos St W				
Saint Paul, MN Contract: 69354 (C1)				
2 Waste Container 32 Gal, 2 Lifts Per Week				
Residential Service 10/01-03/31		2.0000	\$74.55	\$149.10
Residential Service 04/01-06/30			\$74.55	\$74.55
Total County Environmental Charge				\$62.62
Total Solid Waste Management Tax				\$21.81
CURRENT INVOICE CHARGES				\$308.08

Exhibit #4

Account Activity

[Understanding Account Activity](#)

All Activity

[Payments & Credits](#)

[Invoice History](#)

Open Charges		
Charge Date ▲	Description	Balance
10/14/2019	Account Credit	(+\$5.00)
Closed Charges		
Charge Date ▼	Description	Amount
10/05/2019	Regular Service Charge	\$145.68
08/05/2019	Regular Service Charge	\$113.93
07/05/2019	Regular Service Charge	\$141.81
07/01/2019		\$16.98
05/31/2019		\$16.17
05/01/2019		\$15.40
04/05/2019	Regular Service Charge	\$308.08

Exhibit #5

Account Activity

[Understanding Account Activity](#)

All Activity

[Payments & Credits](#)

[Invoice History](#)

Date ▲	Amount	Description	Reference #
2019-09-12	(+\$1.13)	Account Credit	0923-004102102
2019-07-01	(+\$16.98)	Account Credit	0923-004006580
2019-05-31	(+\$16.17)	Account Credit	0923-004006579
2019-05-01	(+\$15.40)	Account Credit	0923-004006578
2019-04-05	(+\$308.08)	Account Credit	0923-004006577
2019-10-14	\$5.00	Adjustment	
2019-10-09	\$258.48	Credit Card Payment	000000001
2019-07-17	\$141.81	Credit Card Payment	000000001

Please let me know if you have any questions.

Thank you and have a wonderful day,

Chris Bryant
Strategic Client Representative

Thomson Reuters
the answer company