

13 March, 2019

TO: Jeanette
c/o Dave Hunt (front desk)
Public Works

FROM: Zona Butler
83 Isabel E
St Paul, MN 55107

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RE: Trash Assessments (83 Isabel E)

As you may recall, I came to your office to get a better understanding of how to dispute the trash assessments. My apologies for forgetting or not getting your last name, I have thought about this and will try to clarify my issues, most of which are rooted in the overall unfairness of city's effort to take over trash removal.

I will try to stick to the current assessment.

There is approximately \$15-20 of late fees in the assessment. I believe given the complexity of things during the first quarter of operation (4Q18), there should be or should have been a moratorium on late fees and therefore request that both the city and the haulers credit them as an act of good faith.

Regarding the outstanding money owed, I have so far been unable to understand whether they are accurate or even close.

I am told there is a credit for the next quarter (1Q19), however it has not shown up on any billing yet.

Also there is the complexity, of the number and types of cans delivered to my three properties, all of which are on East Isabel. I shall try to explain,

I initially asked for two 95 gal carts and one small every other week cart. As I have said, many times, the cart request forms that I sent back did not make mention of one for every apartment or dwelling unit. So there were seven additional (unneeded) carts delivered.

Because of my current vacancies and with the help of Councilmember Rebecca Noecker and Ellen Biales, I was able to change the number and size of carts prior to Oct 1. My current cart size and count was in place before Oct 1. Ellen did advise me that I would probably have to pay for the change and get credit later.

Then the bill came for my original cart order. I made two payments of \$102.44, total of \$204.88. At that time, I also started a dialogue with Francis at Republic Services.

Because there were multiple bills (one or more for each property), I requested they all be put on one. I truly wish that I had not done that, since I could not figure out what I was really being charged. Francis (Republic's coordinator for St Paul) has been very helpful, but does not have the authority to generate another bill showing credits. I am told I have to wait for the next billing to see that those credits were applied.

What Republic is doing, is to send a bill and not bill the following month that shows payments or credits or late fee charges. They just send a notice of non payment with a dollar amount. Republic is a multibillion dollar business and they should be in a position to provide monthly statements showing credits and payments and balance due.

To make matters worse for me and maybe others, the bill from my previous hauler (Triangle) came later in the quarter, so my clean up with them hit the same time as the Republic bill(s). The fact that Triangle, a small family run business with good service, gave up and pulled out of the consortium tells me this is not a good situation. Other local haulers also pulled out or sold out.

Another point, the city ordinance disallowing opting out or sharing has NOT been passed. So my question is, why are people being assessed for opting out, when the city is operating with no ordinance.

And another point, the assessment against 83 Isabel E represents all of my properties. There should be some way for property owners to split the assessments accordingly.

My best recommendation is that these assessments be put on hold until the various issues are resolved.

Maybe the city could escrow the money that would be paid to the haulers. I do not know when the money actually transfers to the haulers, or if it already has.