

Mr. Shawn Parker
1935 Carroll Avenue
Saint Paul, MN 55104

February 28, 2019

City of Saint Paul Public Works
25 W 4th St. – City Hall Annex 1500
Saint Paul, MN 55102

RE: Billing for Resident Garbage Cart ID # 9178788 at 1935 Carroll Avenue

Dear Sirs,

I am happy with the new citywide garbage collection plans but I am writing to request an adjustment to my garbage services and billing. There are discrepancies between the services I requested, the services I receive, and the amount I have been billed.

I need to include a list of the snags I've encountered during the rollout of the new garbage services.

I am living by myself in a side-by-side duplex where half of the house has been "unoccupied" for over three years and will remain unoccupied for at least another year, maybe longer.

- The "garbage cart size" card I returned to the City of Saint Paul before June 1st, 2018 was ignored. On it I had selected "one" cart for my property.
- The "Unoccupied Dwelling Registration Form" I completed in November of 2018 has also been ignored.
- After two medium dumpsters were placed on my property I promptly contacted Ramsey County to inform them of the mistake and asked them to downsize my property to the "one cart" I selected. I was told these carts couldn't be switched out because "exactly the correct number" had been ordered for all properties in the area.
- I was told my property was classified as a duplex and there was nothing they could do to change the circumstances of the new garbage collection policy.
- I was also told to call the "county assessor" to have my property reclassified.
- The county assessor "would not" reclassify my property. He told me of a waiver the city had for those who don't use multiple dumpsters.
- In phone calls I made to my carrier "Advanced Disposal" I was told that they cannot change anything unless the City of Saint Paul tells them to change it.
- Advanced Disposal has not been on the same page as the City and their collection services have been sporadic.
- In mid-September of 2018 I received an outrageous bill of \$192.16 (more than double my past billing) for garbage services that hadn't even started and of which I never did receive consistently in the last quarter of 2018.

I can add many more points regarding additional phone calls I've made and runarounds I've received but I think I've already written enough.

All I request is to be billed fairly for the services my residence uses. I'll even offer to pay for the services that I "didn't fully receive" in the last quarter of 2018 as Advanced Disposal seemed to have a difficult time ramping up to changes in their routes. In fact, just this week, for the very first time this quarter their haulers actually collected my garbage on the assigned pick-up-date and I didn't have to contact them repeatedly.

I have been patient and forgiving with the garbage haulers and the issues they've had in collecting my trash.

Please be understanding with me. I have been living at this residence for twenty-four years and there has never been more than one garbage cart here.

I am elderly, living with a disability, and my doctors say I cannot work for the foreseeable future. I cannot afford to pay for garbage services I am not using. The original billing of \$192.16 is more than double what my normal garbage billing was last year and the late fees added to my bill are outrageous.

All I ask is that you please align my billing with the garbage services I am receiving -- one small container every other week at a billing rate of \$60.83 quarterly. I have already for the first quarter of 2019 paid this amount to Advanced Disposal and I hope it will suffice.

I am offering to pay \$60.83 for the last quarter of 2018 and I believe that's more than fair considering the confusion Advanced Disposal had with my alley throughout that time period.

Thank you for your consideration to my situation here. My neighborhood is a great place to live and I have tried hard to work with my neighbors to keep it that way.

I hope to hear a response from you soon. Thanks again.

Sincerely,

Shawn Parker
651-647-0041 home
651-307-1080 cell
sparkera@comcast.net