

1364 Arcade Street
St. Paul, MN 55106

July 16, 2019

St. Paul City Council
Public Hearing Notice
Ratification of Assessment

File #CG1902B1
Assessment #190105
Property ID #21-29-22-32-0139

To City Council:

I asked for a corrected invoice from Advanced Disposal Services and still have not received one.

I had a twin-size mattress and box spring picked up as "one" bulk item the end of Dec. 2018. I called ahead and said I looked up the bulk items in the signed contract that was online and verified that the mattress and box spring was considered "one" item. I ended up with a \$35.00 charge for a bulk item. I have the document to show that they are on the same line as "one" item.

I also did not receive garbage pickup on the weeks of January 28, 2018 and February 4, 2019.

I called and they told me I could not have a credit for those weeks. They are making me pay for a service that I did not get.

I called the City of St. Paul and spoke with Ellen Biales at 651-266-6144 and Kathy Lantry at 651-266-6099.

I spoke with Julie at Advanced Disposal Services on February 11, 2019 at 1:18 PM. She told me that there will be no refunds for the garbage not collected for those weeks.

When I asked why I was charged for a bulk pickup for December 2018 she said they would not take it off my bill. As a compromise to this, we agreed to count the mattress and box spring as 2 bulk pickups.

I asked for a corrected invoice to pay, and to this date, still have not received one.

I can be reached at 651-726-4138 to discuss this further.

Sincerely,

Kimberly J. Mathes