

File # CG1902C3

Property Address: 829 Laurel Ave. Property ID Number: 02-28-23-12-0178

Property Address: 823 Laurel Ave. Property ID Number: 02-28-23-12-0179

We have two properties, 829 Laurel and 823 Laurel Ave, St Paul, MN 55104.

Republic Services had our billing address wrong for Account #3-0923-8609850, so we didn't receive a bill until our neighbor brought a bill over **that we paid in full right away.**

We received service charges on the following dates as late fees for invoices we didn't receive:

1/31/2019

3/1/2019

and 3/31/2019

We've been charged late fees for bills we never received.

We had went through an address change with Republic Services to try and get our address listed instead of our neighbors. Even after I changed our address online with Republic Services, and called them in Feb., our neighbor is still getting our bills because they have our address wrong.

Because we weren't getting invoices, we got our auto-pay set up for Republic Services for both accounts online. After that we received a letter stating that we have an outstanding bill and had more fees administered for the period ending in 3/31/2019 (again, for payments we had already paid).

I contacted them again about the fees on our account April 14th and April 16th.

All the while we're getting notices from the City of St. Paul. I submitted a dispute to the City of St. Paul on May 12th explaining our accounts were paid in full and uploaded proof of payment (See confirmation below). I did not get a response from the City of St. Paul after providing proof of all accounts having been paid in full until getting two Public Hearing Notices stating that we're going to be assessed the following amounts (for bills we've already paid Republic Services:)

- January through March 2019 for 829 Laurel in the amount of \$66.91
- January through March 2019 for 823 Laurel in the amount of \$118.32

Unrelated to billing issues, we've had issues with the garbage not being collected.

Regardless, both of our accounts are paid in full and this assessment should not be administered.

Republic Services failed to provide a basic level of customer service in the form of updating an address and collecting the garbage that we are paying for. It is wasteful of tax payer resources and time to have the City of St. Paul collecting assessments for invoices that have already been

paid by City of St. Paul residents, requiring those residents to provide documentation, and take work off to attend hearings that shouldn't have occurred to begin with after not responding to me as the resident who has already gone through the proper channel to file a dispute online.

Your Request to Dispute a Garbage Assessment

Inbo
x



Sun, May 12,
11:23 AM

Saint Paul Minnesota
<garbage@ci.stpaul.mn.us>

to me

Thank you for submitting information about your garbage assessment dispute.

Staff will begin to review your file and will be in communication with you on our findings.

Please note that this review may take some time.

For general questions about the new citywide garbage service, residents can visit www.stpaul.gov/garbage or call the city's garbage information phone line at 651-266-6101.

Thank you!