

## Vang, Mai (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Thursday, October 31, 2019 12:01 PM  
**To:** Vang, Mai (CI-StPaul); Moermond, Marcia (CI-StPaul); Pillsbury, Clare (CI-StPaul); Zimny, Joanna (CI-StPaul)  
**Subject:** 46 Elizabeth St E follow up

Sent as response back from RS.

### 46 Elizabeth St E:

- **Please provide original bill from Q2 2019.**

A: we billed \$102.44 for period of Apr 01/19 to Jun 30/19 + 4 Extra bags @ \$4.13 X 4= \$16.53 was picked up 01/11/19 + 4 extra Bags @ \$4.13 x 4= \$16.53 was picked on 01/18/19 + 4 Extra bags @ \$4.13 x 4= \$16.53 was picked up on 01/25/19 + 2 Extra bags @ \$4.13 x 2= \$8.27 was picked up on 02/01/19 + 2 Extra bags @ 4.13 x2= \$8.27 was pick up 03/15/19 + 4 Extra Bags @ \$4.13 x 4= \$16.53 was picked up on 03/20/19 + 3 Bags @ \$4.13 x3= \$12.40 was picked up on 04/05/19 = \$197.50 that is Q2 Bill

- At the beginning of the program, RS driver told him that extra bags would be charged under citywide garbage now but "if you take care of us, don't worry about the lid being open." Please follow up with the driver at this property and make sure they are not bribing people to waive the extra bag fees.

A: I know the driver are aware the residents of City of Saint Paul are charged for extra

- When the PO spoke with a RS CSR in September, the CSR assured him that the amount he paid to them at that time would cover the Q2 2019 assessment amount. Please make sure your CSRs understand the billing process and are providing correct information to residents. After payments are turned over to the City, Republic cannot accept payments for that quarter anymore.

A: we will make sure

- Please make sure the payment that he made in September was correctly applied to his Q3 bill. If the amount paid exceeded the Q3 bill, please make sure there is a credit applied to the Q4 bill.

A: Q3 bill we billed \$102.44 + 1 Extra Bag @ \$4.13 was pick 04/09/19 + 1 extra bag \$4.13 was picked up on 04/13/19 + 3 extra bags @ \$4.13 x3 =\$12.40 was picked up on 05/17/19 + 2 Extra Bags @ \$4.13 x2= \$8.27 was picked up on 06/07/19 =\$131.37 that is total of Q3, the resident make a payment of \$70.00 also there is late fee Accrued on 08/02/19 for \$6.57 and \$6.57 late fee was accrued on 09/04/19