# Pillsbury, Clare (CI-StPaul)

From: Bryant, Chris (Corporates) < Christine.Bryant@thomsonreuters.com>

Sent: Tuesday, November 19, 2019 3:23 PM

**To:** Pillsbury, Clare (CI-StPaul)

**Subject:** 25 Delos St. W - File #CG1903A3

Attachments: 3:30 Hearing Today - 25 Delos St. W. (File # CG1903A3)

Follow Up Flag: Follow up Flag Status: Follow up

Think Before You Click: This email originated outside our organization.

Hi Clare,

Good afternoon, that you for your call yesterday. I really appreciate all your help. As discussed, I have added a summary of my dispute below for file #CG1903A3 in the amount of \$356.63. I also attached a copy of my original email to Mai, with the corresponding exhibits attached.

In summary: We should not have to pay a bill and fees that we did not know we owed, that is not clearly itemized, was billed so late it breaks the contract with the city, includes late fees (A bill we did not know we owed), that is falsified (it was not sent to us nor online by the billing date of April 2019) and that has resulted in a time loss to us.

#### More info if needed:

- We have spent many hours trying to obtain a bill from the trash haulers since October 2018. Calling every month from 10-2018 to 2-2019.
- The first bill we received was July 5<sup>th</sup> (See Exhibit #1 below)
- June 2019: we received the first bill in the mail and it was for \$141.81, we went on line and created an account and paid that bill along with every bill since. Our current balance displays as -\$5 (See Exhibit 2 below).
- October 2019: We received a Ratification of Assessment notice for \$354.29 from the city.
- November 2019: Looking online we now see a bill posted for April 2019, that was not in the system on the displayed billing date, nor did we receive this bill. (Exhibit #3)
  - Exhibit 3 shows \$308.08 in fees (Dated as April)
  - The first bill we received is dated July 5<sup>th</sup> shows a credit of \$308.08.
  - o July 5<sup>th</sup> also shows three sperate late fees totaling \$48.55 and then a credit for \$48.55.
- We should not be charged three late fees for a bill we never received (All three late fees were first shown on bill dated July 5 and then credited on the same bill). After the bill that showed the fees credited we did not hear anything about them until they were included in the ratification of assessment that we received in October 2019.
- The billing clearly demonstrates a breach in the contract as The Residential Solid Waste, Yard Waste and bulky
  Waste Collection Agreement states, "Consortium Members are responsible for invoicing, collecting payments
  and performing administrative functions related to billing each RDU Services. Consortium Members shall bill
  each RDU on a quarterly basis for all services including all base level services and any requested additional
  service."
  - We did not know we owed \$354.29 until we received a Ratification of Assessment notice from the city.
  - The bill dated from July 5 shows that the \$354.29 was credited, if there was another intention the statement should be itemized with a description.
  - o The bill dated April 2019 was never received nor posted by the displayed billing date.

I could read more of the contract and am certain I would find more data to support our dispute but between my
husband and I we have now utilized 7 hours of our time trying to get this situation resolved which has resulted
in a \$259 loss of time.

# Exhibit #1

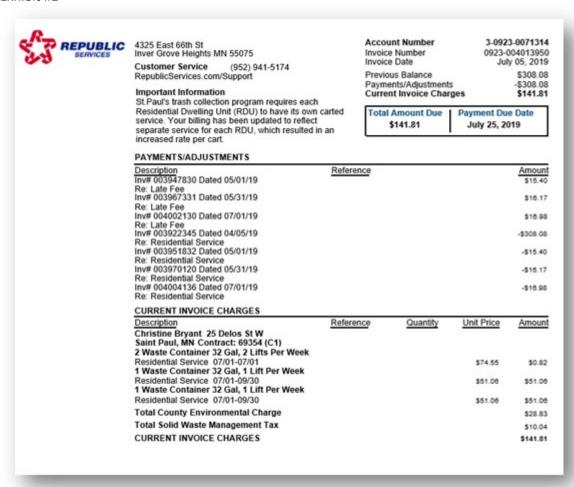
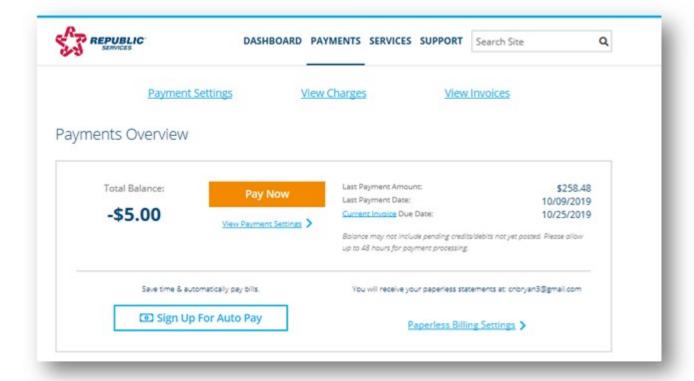
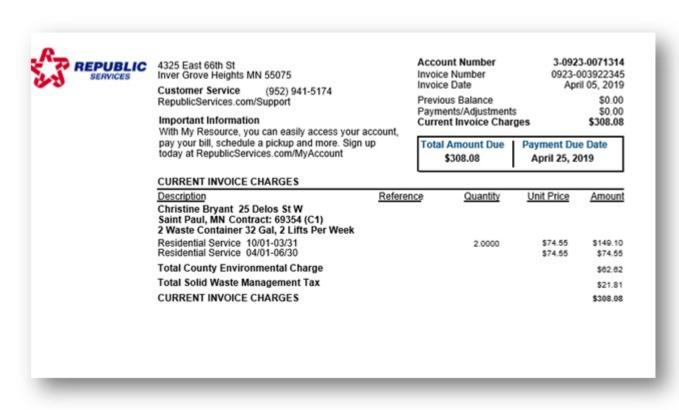


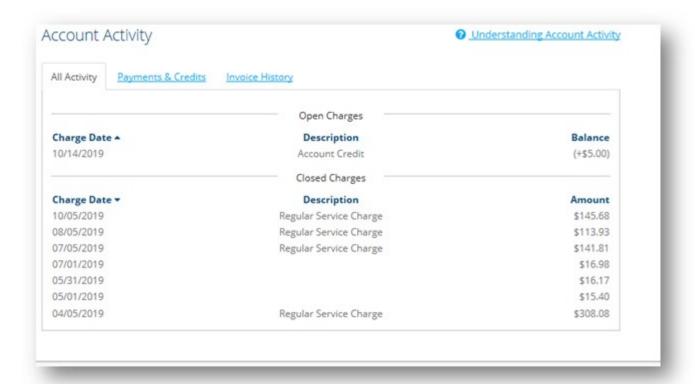
Exhibit #2



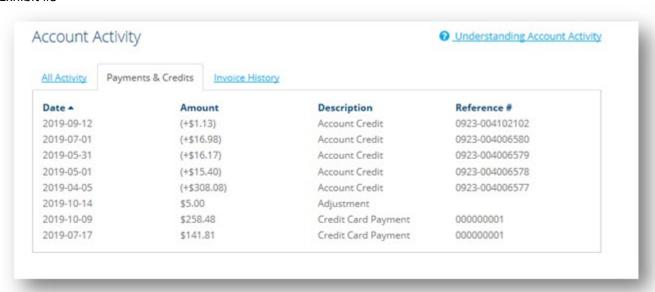
#### Exhibit #3



## Exhibit #4



## Exhibit #5



Please let me know if you have nay questions.

Thank you and have a wonderful day,

## **Chris Bryant**

Strategic Client Representative

#### **Thomson Reuters**

the answer company