

10/23/2019

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Property ID Number
29-29-22-41-0057

To Whom It May Concern:

This letter intends to describe what have been happening to the past 2 cycles of payments to Waste Management Garbage company. Every of our payment has been paid through online electronically that the payments were sent out but sent to a different account with unawareness, the one that we used to have with Waste Management right before the city of Saint Paul became partner with the company.

By receiving several letters from the city of Saint Paul regarding the non-payments in April and/or recently in July created a lot of confusion and frustration because based on our bank record, payments were sent and the money was withdrawn. That's why it has been a confidence for us throughout these times that we knew we never missed a single payment even though once in a while it might be a bit early or late.

However, as you can see from the bank two intend letters here clearly stating the dates, amount, and how they were sent to Waste Management in the very same account number. We tried very hard to call Waste Management customer services and called several times but they didn't seem to be honest, friendly, or willing to find out. Finally, in the last few weeks we're lucky to find a lady who was friendly and nice enough to discover and resolve.

This has been a very good experience for us that never before and hope it won't be any frustration again down the road. We respect the rules of laws, the policies, and the integrity of the city that we created and paid to serve us as citizens. We hope the city of Saint Paul will do everything to fight, to serve, and to be on the side of its citizens. If anything we can do to prevent it for happening again and to make sure the fairness is for us all, please let us know. Thank you very much

Sincerely

Surya Vang
Maithao Moua