

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, March 25, 2020 1:51 PM
To: Vang, Mai (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: RE: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

Awesome. Thank you Mai.



Clare Pillsbury
Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

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F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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From: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Sent: Wednesday, March 25, 2020 1:50 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

That will work. I will tell Marcia

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, March 25, 2020 1:48 PM
To: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

Sounds good. Thank you Mai! We are putting a TA file for Q4 2019 Assessment. The LH for that file is 04/23/2020. Do we want to do both files on the same day? Or just have them on different dates?

Thanks!

Clare Pillsbury



Management Assistant I

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From: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Sent: Wednesday, March 25, 2020 1:46 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

The AR file is on for public hearing today. I am going to have to refer back to LH to put something on the record. Then it can go to another Council date.

Lets enter a TA for April 2. I will let Marcia know.

Mai

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, March 25, 2020 1:40 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Subject: RE: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

Thank you Chris. Since the council has already voted on the file, my thought process is that we would have to do an amended resolution to delete the Council decision. It looks like they had the same issue for Q4 2019 so I will reach out and create a TA file for Q4 2019 if need be.

Mai, would this be correct?

Thanks!

Clare Pillsbury

Management Assistant I

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Sent: Wednesday, March 25, 2020 9:39 AM

To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

Please review and enter a file for this resident.

You may want to check in with this resident as it looks like RS did increase the level of service from EOW to every week.

If they do in fact have purple EOW carts we should adjust the assessment and send a complaint to RS on this issue.

Chris

From: E&K Realty <eandkrealty@gmail.com>

Sent: Wednesday, March 25, 2020 9:17 AM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: 660 Thomas Ave (FILE # CG1904E3, Assessment #190162) Dispute charges - Written Statement for 3/25 City Council Public Hearing

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

Dear Mr. Swanson,

This email is to submit my written statement to dispute \$57.95 charge from Republic Services. City Council Public Hearing is scheduled today, 3/25.

We have had 2 x 32gal container, pickup every 2 weeks service for 660 Thomas Ave for a long time. This service was around \$91 every 3months. Please refer to the invoices (1.1. - 3.31.2019, 4.1. - 6.30.2019).

The Republic services changed our service to 2 x 32gal container, pickup every week without our request and significantly increased price to \$141.68 (please see the invoice 7.1 - 9.30.2019). I spoke to a customer representative and she referred me to their consultant, The consultant confirmed that they never received my

request to increase service and \$91 should be the correct price. She advised me to pay the regular pricing I used to pay and said she will credit the difference to our account. So, I made the same full amount of \$91.29 (please refer to the attachment) by the due date ,7/25 (the payment got reflected as 7/26 after the certain time on 7/25).

Please help dispute this incorrect charge of \$57.95. I sincerely appreciate your help.

Sincerely,

Vivian

Cell: 612 203 2522