

Hello,

I am disputing only the late fee portion of this garbage bill.

When I moved in, I knew City of St. Paul had went to a city-wide garbage plan so I wasn't sure how I was supposed to be getting my bills. When I received my 1<sup>st</sup> assessment from the City I thought that was normal, so I paid it.

Then 3 months later when I received the 2<sup>nd</sup> assessment I knew something was off. So, I called the city to find out who my hauler was, they sent me to Highland and I asked why I hadn't been receiving their bills. Apparently, they had been only emailing the bills to the old owner. Which left me to wonder why, after 6 months on non-payment, they didn't mail the bill to the house, where I would have found it and paid it right away.

When I got the copies of past bills and discussed the late fees and how I thought it was not my responsibility to pay, they said only the city could remove them. Then I called the city and they said only Highland could remove them, so I called Highland again and never received a call back, which leads us to this meeting.

Overall, after not being called back for weeks, or even at all from Highland, and the late Fees added to my account when they were emailing the previous owner. I just want the late fees removed and I will pay my bill. I have never paid any bill late in my life and would like to move on and keep on track with the bills moving forward.

Thank you – Harrison Falteisek