

Lydia Campbell

From: Ye F i fi <soulvoicefifi@gmail.com>
Sent: Thursday, January 11, 2024 8:27 AM
To: Greg Weiner
Subject: I reported the garbage service and water service office

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

Saint Paul Waste, Water, Property Tax Services Office causing big trouble for me! From the very beginning, it been create a false proposition, continue to extend along this error, and finally raise your life and death power to evaluate and judge! Because of this dereliction of duty and neglect of attitude, you did not listen, did not pay attention, and did not even investigate! Finally, there is no reason for the residents to bear these groundless arrears! You have caused great damage and disaster to the lives of the residents!

1. Garbage Service Management Department:

Since I left to China on October 20, 2019 until I return to the United States on October 24, 2024. It was for 5years. I don't live in the US at all, but why my payment for ever month on garbage services fees!!! In all for\$3,800!! What you did service for me? Tell me!

As early as October 2019, when I went to China, in order to apply for this "hold services", I made a very difficult phone call, sent an email to get a form, filled it out, and finally post mail to the "hold services" office! This is just a small case of spam service, why set up such a complex processes to solve it! It just real tortured residents! By applying get the form calling and emailing for get the form, print it out to fill with forms blank and then mail it to the Refuse Service... dear me!

It is the Internet are, not the Middle Centuries !

*And the garbage office phones, which almost never get answered!!!!
I kept emails what on I applied "hold service" as provided.*

2. water service: Just same to garbage management, water service management is negligent and calls to the office are never answered!! I remember that in November, the phone finally got through to the water office, I reported my name and specific address, and said: Why did I not live in the United States for five years, but I was charged \$1,000 bil? When the office staff couldn't answer, she went to Jakson Wyn, the manager, and he said, "Even if you don't live here, you charge

management fees." He said \$9, \$19 a quarter... I can't remember; I asked for 5 years payment history records, he said ok and post mail to me, I told him my new address, but I did not receive the print history records payment papers but just got more new monthly water bill! I called many times never got through to the office or Jackson his on the phone anymore , Since It charged \$19 on a quarterly basis, why do I owe more than \$1000? I had not lived in the United States for 5 years, and even the water meter and the sluice gate have been closed. Why did I owe more than \$1,000 in bills? How did this come about? That's why I wanna to check the history of the bill! What kind of magic water meter is this? !

It can be seen that the garbage service and water department both are charging arbitrarily! As the urban management service department of the government, such a work attitude is not worth thinking about?

I was homeless and had to rent an apartment. When I was in China. My agent along with the contractor cheated from my insurance company, but did not do any gas line repairs and installations on my house, just turned off the water and gas! So my house has been without water for many years.

Anyway I believe that justice may be late, but he is never absent
I wish to get a fair deal with.

We know that St Paul's municipal construction and management system is very perfect, but this does not mean staff sitting in the office closing your eyes, no questions asked and no research done! Life is not static, even if the perfect management system also need people to make timely adjustments under different circumstances, strengthen the supervision and management mechanism, in order to constantly improve the management mechanism of urban life services.

Look forward to the government management department to give me help!
Best regard.
LiFei Ye

On Mon, Jan 8, 2024 at 15:31 Greg Weiner <Greg.Weiner@ci.stpaul.mn.us> wrote:

Hello,

I'm just reaching out to confirm that this is your working email. We just spoke about garbage assessments. Could you confirm your full name please?

We are most likely going to have to schedule your hearing for Thursday, January 25 (instead of the 11th). We will keep you updated.

Thanks,

Greg Weiner

Executive Assistant – City Council

Saint Paul City Council

Greg.Weiner@ci.stpaul.mn.us

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He/him/his