## Clare Pillsbury

**From:** John Sand <john.ervin.thomas@gmail.com>
**Sent:** Tuesday, February 21, 2023 11:24 AM
**To:** Highland Sanitation
**Subject:** Re: Attn: Susan Stewart - 1932 Ashland Ave Billing Discrepancy

Hi Susan,

Thanks so much for adjusting the current invoice! Is there anything that can be done about previous invoices? We've paid out hundreds of dollars for an extra can over the years due to a clerical error. I'd really appreciate a credit for these charges.

Best,
John

On Mon, Feb 20, 2023 at 12:25 PM Highland Sanitation <info@highlandsanitation.com> wrote:

> I have verified with the driver and routing and I have corrected your address to be a total of 3 cans for this current invoice.
>
> All other invoices are closed periods and I can't do anything with those.
>
> *Sincerely,*
>
> *Susan Stewart*
>
> Highland Sanitation & Recycling Inc.
>
> **From:** John Sand [mailto:john.ervin.thomas@gmail.com]
> **Sent:** Friday, February 17, 2023 12:53 PM
> **To:** info@highlandsanitation.com
> **Subject:** Attn: Susan Stewart - 1932 Ashland Ave Billing Discrepancy

Hi Susan,

Hope you're doing well and are able to relax this weekend. I was encouraged to reach out to you by Theresa about a billing discrepancy on my charges since starting with Highland Sanitation. (She is delightful, by the way).

I think there was an error in the original request for a larger bin. My place is a 3-unit multi-family, and thus required to have 3 standard bins. I was (correctly) given 1 larger bin and 2 standard ones. However, over the course of my time with Highland Sanitation, I have been charged for 1 larger bin and 3 regular ones. I'm assuming this was a clerical mistake during the cutover to single-collection.

Apologies for sending this on a Friday, I've only just realized the overpayment.

Looking forward to a resolution!

Best,

John Sand