



9813 Flying Cloud Drive  
Eden Prairie, MN 55347

Dear Valued Shakopee Customer,

On behalf of Republic Services kindly accept our sincere apology for a recent billing error on November and December invoices for waste services. We are working diligently to correct the billing for customers who were affected by this recent error. Residents affected by the system error will see a credit on their next invoice.

We take full responsibility for the billing error and assure you that we are working to resolve the problem immediately. You will see the credit listed on your next bill as "November and December Disposal Credit."

Republic Services has made every effort to control costs associated with servicing the City of Shakopee. Due to changes in the market, the cost to dispose of waste collected in Shakopee has increased 40%, from \$70/ton to \$98/ton. The City and Republic have done everything we can to control this cost, including finding a lower cost disposal site. However, due to this increased cost, your next bill and subsequent bills will increase by \$2.34/month. Republic has also asked for and received approval for a 16-cent-per-month inflationary increase due to increased costs for fuel, personnel and other expenses.

We pride ourselves on our exceptional customer service, however occasionally we can fall short. My team and I have thoroughly looked through the billing errors made and will use this as an example to help coach, train, and mentor our people and systems, to ensure we are always providing superior customer service.

It is a privilege to serve the City of Shakopee and we thank you for your patience as we correct the billing. We appreciate your business.

Sincerely,

A handwritten signature in dark ink, appearing to read "Brandon Schuler", written over a large, loopy scribble.

Brandon Schuler, General Manager  
Republic Services

