

From: [Corey A. Yunke](#)
To: [Pat Trudgeon](#)
Cc: [Katie Bruno](#)
Subject: FW: Online Form Submittal: General Inquiry Form
Date: Friday, October 21, 2022 3:18:08 PM

Please see input below:

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Friday, October 21, 2022 2:50 PM
To: RV Info <info@cityofroseville.com>; Corey A. Yunke <Corey.Yunke@cityofroseville.com>;
Rebecca Olson <Rebecca.Olson@cityofroseville.com>; Corey A. Yunke
<Corey.Yunke@cityofroseville.com>
Subject: Online Form Submittal: General Inquiry Form

Caution: This email originated outside our organization; please use caution.

General Inquiry Form

Please complete this online form and submit.

Contact Information

First Name Eric

Last Name Schwartz

Address 1

[REDACTED]

Address 2

Field not completed.

City

Roseville

State

MN

Zip Code

55113

Home or Cell Phone
Number

[REDACTED]

Email Address

[REDACTED]

Select how would you
prefer to be contacted

Email

Please share your
comment, question or
concern (no character

This is in regards to the City Council voting on the billing mistake
for the past 2 years for water.

limit)

Please choose the last option - do nothing.

Adding to our bill for a mistake that was not made by us, the residents and businesses is just bad form. It stinks you all programmed it wrong. It stinks that it now needs to be fixed.

It would really stink for us to have to pay for your mistake when we in good faith trust the bills we are sent and pay them. Times are already tough. Adding on to fix your mistakes as costs are still increasing for us, even your spread it out options just is not fair or cool, or a good way to do business.

Please think of it as a learning experience and if you used a vendor to take care of it, have them pay you, but not us.

Thank you for taking this into consideration before the vote on Monday.

Email not displaying correctly? [View it in your browser.](#)

From: noreply@civicplus.com
To: *RVCouncil; [Rebecca Olson](#); [Pat Trudgeon](#)
Subject: Online Form Submittal: Contact City Council
Date: Friday, October 21, 2022 2:51:05 PM

Caution: This email originated outside our organization; please use caution.

Contact City Council

Please complete this online form and submit.

Subject Underbilling of water customers

Contact Information

Name: Cynthia S White

Address: [REDACTED]

City: Roseville

State: MN

Zip: 55113

This form goes to the Mayor, all Councilmembers and certain City Staff. Due to the volume of emails submitted, a personal reply is not always possible.

How would you prefer to be contacted? No Reply Necessary
Remember to fill in the corresponding contact information.

Email Address: [REDACTED]

Phone Number: [REDACTED]

Please Share Your Comment, Question or Concern I would vote for everyone who was underbilled to pay, with option for residential customers only to spread out their payments over 4 quarters.

Unless restricted by law, all correspondence to and from Roseville City government offices, including information submitted through electronic forms such as this one, may be public data subject to the Minnesota Data Practices Act and/or may be disclosed to third parties.

From: [Michelle Pietrick](#)
To: [Katie Bruno](#); [Pat Trudgeon](#)
Subject: FW: Online Form Submittal: Contact Utility Billing
Date: Monday, October 24, 2022 3:38:59 PM

-----Original Message-----

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Wednesday, October 19, 2022 11:38 AM
To: [RVFinancePublicInquiry](mailto:RVFinancePublicInquiry@cityofroseville.com) <RVFinancePublicInquiry@cityofroseville.com>
Subject: Online Form Submittal: Contact Utility Billing

Caution: This email originated outside our organization; please use caution.

The following form was submitted via your website: Contact Utility Billing

Name:: Mathew Zniewski

Address:: [REDACTED]

City:: Roseville

State: : MN

Zip:: 55113

How would you prefer to be contacted? Remember to fill in the corresponding contact information.: Phone

Phone Number:: [REDACTED]

Email Address:: [REDACTED]

Please Share Your Comment, Question or Concern: I received my last water bill last week, and I want to call with a concern I have about back-paying my bill due to a city miscalculation. I understand these things happen and I am happy to pay for my usage after the date 9/10/21. However, there was a previous owner on this property for the first 9 months of 2021, Elizabeth Jubert whom I bought the house from. I am not going to be paying for her water usage for an entire spring and summer before I lived here. I Imagine it's a hefty bill, that she ran up to keep the lawn green in order to increase curb appeal while the house was for sale. Please contact me and we will need to sort out how this bill is collected. I have not contacted her yet but I assume we are all reasonable and can cooperate on the matter.

Additional Information:

Form submitted on: 10/19/2022 11:37:41 AM

[REDACTED]

Referrer Page: <http://mn-roseville2.civicplus.com/651/Billing-Rates>

Form Address: <http://mn-roseville2.civicplus.com/Forms.aspx?FID=331>

