

**To the Council of St. Paul County:**

Re: Invoice 55345 billing discrepancy

On May 29, 2015, I contacted the public works shop to order 20 yards of gravel for my lake lot. I was very clear that gravel was for my legion lot at Lac Bellevue, lot A17. The lady I spoke with was clear that the price was \$15/yard. My other option was business in St. Paul that would have charged me \$700 total, including a bobcat to move the gravel. Based on being told from your shop that I would be paying \$15/yard for the 20 yards I wanted, and it was always very clear that this was going to a legion campsite (the girl on the phone said she knows exactly where that was, even mentioned the gate, and of course I indicated this on the Release form I faxed in), I decided to go with the St. Paul County, and hire a bobcat separately. The bobcat cost me \$300 for the rental. So with the quoted price of \$300 for 20 yards of gravel, along with \$300 for the bobcat, was less than the \$700 the other place was quoting. That was the basis of my decision, and I even opted for waiting 6 weeks for gravel because I do have a tight budget to stick to.

Well imagine my surprise when I received an invoice from the St. Paul Count for \$525. Not only is this much more than I budgeted for, it's not at all what I was quoted.

I phoned the shop today, and was told it was a decision made by Darlene and the COO, and that I had to speak with Darlene. I immediately called Darlene, and was instructed that I had to address my concerns to the Council. Not only was I quoted one price but charged another, I phoned the Public Works shop twice to follow-up on the gravel delivery, and not once was I told that the price was different than what I agreed upon. I did notice this past weekend lots of people had gravel delivered to their lots... I sure hope they were quoted the correct price.

While I can certainly understand why the council is enforcing \$25/yard, as they can't determine who gets the first 20 yards, I hope you will see it from my side. I made a decision within my budget, based on what I was told. I made it very clear from the beginning that the gravel was going to my legion campsite, and I was told that the first 20 yards I ordered was \$15/yard. I was not told all legion campsite holders fall under the same address and therefore no one gets the first 20 yard rate until I called today to inquire about the surprise invoice.

I was told I would be charged \$15/yard, and that's why I ordered the gravel. A decision was made between the time I ordered it, and the time I was invoiced, to enforce a price of \$25/yard for the Legion Campsite, and if I had been told this, I would have cancelled my order and went with the my other option, and I wouldn't have had to wait 6 weeks either.

I trust that you will see this from my perspective, and understand that a quoted price should not be changed without informing the customer. I know you are not a business, but to me I am a customer who ordered gravel based on a specific price.

I look forward to hearing back from you.

Sincerely,  
Bonnie Allen

This email was sent by: Bonnie Allen | 2928 - 10303 Jasper Avenue, Edmonton, AB, T5J 3N6 | Phone: (780) 424-8171 | Email: [Bonnie.Allen@sunlife.com](mailto:Bonnie.Allen@sunlife.com)  
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Ce courriel vous est envoyé par: Bonnie Allen | 2928 - 10303 Jasper Avenue, Edmonton, AB, T5J 3N6 | tél.: (780) 424-8171 | adresse électronique: [Bonnie.Allen@sunlife.com](mailto:Bonnie.Allen@sunlife.com)

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