

## Jennifer Bergstrom

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**From:** Jennifer Bergstrom  
**Sent:** Tuesday, June 01, 2021 8:47 AM  
**To:** Jennifer Bergstrom  
**Subject:** FW: Item 15A - 6/1/21 City Council Meeting

**From:** Jill & Rock <[REDACTED]>  
**Sent:** Sunday, May 30, 2021 7:44 PM  
**To:** Teri Davena <TDavena@ci.benicia.ca.us>  
**Subject:** Item 15A - 6/1/21 City Council Meeting

Hi Teri,

I am not sure the best way to get my comments to the City Council members, given Tuesday is the meeting and Monday is a holiday, hoping you can help with that!

I have had significant issues receiving timely service from Republic over the last year+. I realize we have been in a pandemic, however, I do not believe the continual missed services, sending in multiple emails, having to call repeatedly, sitting on hold for long periods of time, etc were related to COVID-19. I currently do not have any outstanding issues, but they went on for months.

Before Republic is given a rate adjustment, I do believe these issues need to be addressed and resolved. If you have ever called Republic, you will notice that Lafayette and Alamo residents have a special number to press to receive prompt service, the rest of us just have to wait in the endless que of their phone system.

Thank you!  
Jill Eisenberg-Ray  
[REDACTED]  
Benicia

Sent from AT&T Yahoo Mail for iPad