

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, February 18, 2020 11:32 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: 615 Charles

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Clare

Looks like we need to remove Q3 bill and Adjust Q4.

Thanks,

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, February 14, 2020 10:34 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 615 Charles

Think Before You Click: This email originated outside our organization.

Chris,
Please see update from Frances.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Friday, February 14, 2020 10:17 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 615 Charles

Chris,

- 1) Please remove back bill from assessment in the amount of \$301.36
- 2) Q3 billing:
 - a. Charged customer 1 32gal trash cart for 7/1/2019 – 9/30/2019 and also charged customer for 68gal trash cart as of 4/1/2019 – 9/30/2019 total amount for the bill was \$262.50.
 - b. Customer received a letter to call me directly about the second container on site that we would start to bill for the second cart as of 4/1/2019 (We never received a call)
- 3) \$301.36 (back bill) + \$191.38 (Q4 2019)= \$492.74 amount assessed to the city for Q4 2019

- a. Please remove the assessment for the back bill in the amount of \$301.36
- b. Please assess to the customer in the amount of \$191.38 which is the invoice for Q4 plus 3 late fees for non- Payment.

Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
[o 651-286-4588](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, February 13, 2020 3:14 PM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 615 Charles

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing"

Romack,
Please see information below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, February 13, 2020 2:28 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 615 Charles

Romack,

So I see a number of issues here.

First, RS agreed to remove service for the second cart at the start of the program. Frances states the records show that RS received a call on 10/2/2018. The resident requested RS "cancel his duplicate account". CSR agent canceled the 2nd account, but never removed the container. The resident was under the belief (as RS agreed to removing the second cart) that they should only use and be billed for one cart during this time. You cannot back bill for service you did not provide.

Secondly, it looks like you sent the back bill to us for Q3 2019 assessment and may have included this charge with the Q4 2019 assessment. Look at my original email and the assessments listed.

- Please tell me how you got to these two assessment amounts?

Third, please tell me how your Q4 2019 assessment jumps from the \$183.05 listed on the Q4 Notice of non-payment 12/1/19 to the \$492.74 sent to the city. You did not meet the contract requirements for notifying the resident. We can only charge the resident the amount you included in the notice. That is \$183.05. We will adjust the Q4 2019 bill to this amount.

- Please tell me why you sent a number \$309.69 over what the resident was notified they owe?

Romack, this email came through you. Why are you not seeing these issues? This is deeply worrisome and we still do not have a resolution on this issue.

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, February 6, 2020 10:54 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 615 Charles

Think Before You Click: This email originated outside our organization.

Chris,
Please see update from Republic Services.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Thursday, February 6, 2020 10:48 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 615 Charles

Chris,

Please see Frances email below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com
o 651-286-4575 c 612-300-7497
w www.republicservices.com



We'll handle it from here.™

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, February 06, 2020 10:46 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 615 Charles

Payment history:

923 SAINT PAUL		8604192 RICHARD THOMAS MN		Check Total	214.54	
				Unapplied Total	.00	
PAYMENTS RECEIVED						
SCN	Rec. Date	Rel GT	Check Number	Check Amount	Obligation ID	Sel
	4/14/2019		1	70.34	923003924674	
	1/26/2019		1	73.86	923003809926	
	11/16/2018		1	70.34	923003688759	

Cart:

- No cart has ever been scheduled for removal or removed from the account. Customer should have 2 carts on site from the beginning.

Calls:

- Received a call on 10/2/2018: customer requesting we send invoices via email and not mail. Also to cancel his duplicate account. CSR agent canceled the 2nd account but never removed the container.
- 2nd call received from resident was on 7/10/2019: Customer called to inform us that they are only a single family home.

Billing:

- Q4 2018: \$70.34
- Q1 2019: \$73.86
- Q2 2019: \$70.34
- Q3 2019: \$262.50 (32gal and 68gal from 4/1/2019 – 9/30/2019)
- Back billing: \$301.37
- Q4 2019: \$166.42

Please let me know if you need me to contact the customer. Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
[o 651-286-4588](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.™

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, February 5, 2020 3:56 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 615 Charles

Frances,

Please review and respond to the following email. Thank you

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
[e rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)
[o 651-286-4575](tel:651-286-4575) [c 612-300-7497](tel:612-300-7497)
[w www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, February 05, 2020 3:51 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 615 Charles

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Romack,
Please see information below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, February 5, 2020 3:43 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: 615 Charles

Romack,
Please see Q3 & Q4 assessment question below.

cs

From: Haas, Sarah (CI-StPaul)
Sent: Wednesday, February 5, 2020 3:17 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 615 Charles

Please forward to Republic:

Property Address & PID: 615 Charles, 362923230168
Property Owner: Richard Thomas
Phone Number or Email: 651-775-6652
Pending Assessment Amount: \$301.87 & \$492.74
Quarter Pending Assessment is For: July to September 2019 & October to December 2019

CG1904E4	Delinquent Garbage Bill July to September 2019	10/11/2019	1	\$301.87	
CG2001E4	Delinquent Garbage Bill October to December 2019	1/13/2020	1	\$492.74	

Summary of Issue:

Resident states the property is a single family home; not a duplex and that the city has verified this in the past. County records and the information sent to the hauler by the city's garbage program lists the property as 2

residential units. I advised the resident to submit a vacancy for one unit. The resident also states he only has one trash cart and has never had a second one. Residents states he has tried to resolve this issue with Republic without success.

Please send the billing and payment history, type and number of carts listed at the unit by the hauler, and any records of customer contact.

Q4 Notice of non-payment from Republic to resident dated 12/1/19 states a past due amount of \$183.05

Q3 Notice of non-payment to resident from Republic dated 9/4/19 states as past due amount of \$590.12.



Sarah Haas

Solid Waste Specialist

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

P: 651-266-6216

F: 651-266-6222

sarah.haas@ci.stpaul.mn.us

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