

From: grevering.sph@gmail.com
To: [Swanson, Christopher \(CI-StPaul\)](mailto:Swanson, Christopher (CI-StPaul))
Cc: [Chao, Diana \(CI-StPaul\)](mailto:Chao, Diana (CI-StPaul))
Subject: FW: 158 Morton Street W- Q2 assessment
Date: Wednesday, September 25, 2019 3:13:57 PM

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

Chris,
Please see information below from Manteza.

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

763-295-2054

From: Nawodi, Manteza <MNawodi@republicservices.com>
Sent: Wednesday, September 25, 2019 3:11 PM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 158 Morton Street W- Q2 assessment

Hello

We have removed the assessment for Q2. Thank you

We noted there was an assessment of \$111.61 for Q1. Yes the assessment for Q1 is \$111.86. Did the resident make a payment to RS in Q1? No we do not received a payment for Q1. Should this amount be removed? No you should not remove that amount

Why was the Q2 invoice for \$243.36? it was billing error of duplicate charge of 2 68gal carts was credit. That seems like an incorrect amount? Yes What would have happened if he paid the full \$243.36 as I am sure some folks did? We will credit or we will refund

Again, how is RS identifying these accounts where they incorrectly billed residents? We identified that when the resident called to dispute the bill

Manteza Nawodi

Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569
w RepublicServices.com



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Wednesday, September 25, 2019 1:52 PM

To: Franklin, Romack <RFranklin3@republicservices.com>

Cc: Nawodi, Manteza <MNawodi@republicservices.com>

Subject: FW: 158 Morton Street W- Q2 assessment

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Romack,

Please see statement and question 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, September 25, 2019 1:13 PM

To: Greg Revering <grevering.sph@gmail.com>

Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>

Subject: RE: 158 Morton Street W- Q2 assessment

We have removed the assessment for Q2.

We noted there was an assessment of \$111.61 for Q1. Did the resident make a payment to RS in Q1? Should this amount be removed?

Why was the Q2 invoice for \$243.36? That seems like an incorrect amount? What would have happened if he paid the full \$243.36 as I am sure some folks did?

Again, how is RS identifying these accounts where they incorrectly billed residents? Chris

From: Greg Revering [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, September 19, 2019 2:17 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Fwd: 158 Morton Street W- Q2 assessment

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

Chris,
Please see update from Manteza.

Sent from my iPhone

Begin forwarded message:

From: "Franklin, Romack" <RFranklin3@publicservices.com>
Date: September 19, 2019 at 2:01:09 PM CDT
To: "grevering.sph@gmail.com" <grevering.sph@gmail.com>, "Nawodi, Manteza" <MNawodi@publicservices.com>
Subject: RE: 158 Morton Street W- Q2 assessment

Chris,

The invoice dated 4/5/19 was for \$243.36 and the payment received was \$96.08 was received and accounted for along with credits totaling \$57.38 leaving a balance of \$89.90 along with the late fees that is what was accessed. The credits mentioned in Manteza's explanation do not reflect the actual credits that were applied to the account. I do see two credits in the amount of \$35 and \$25 that were added to the account as of 9/12/19. They were not on the account as mentioned 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: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Thursday, September 19, 2019 11:39 AM

To: Nawodi, Manteza <MNawodi@republicservices.com>; Franklin, Romack <RFranklin3@republicservices.com>

Subject: FW: 158 Morton Street W- Q2 assessment

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Romack,

Please see statement and request 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, September 19, 2019 11:27 AM

To: grevering.sph@gmail.com

Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>

Subject: RE: 158 Morton Street W- Q2 assessment

We will remove this assessment. Manteza, can you review the account and be sure that everything is addressed for Q3. I know that the assessment period is coming up and I don't want the resident to have to spend any more time on items that should have been addressed.

Romack and Rick, can you tell me why the payment was not reflected and why this was still sent over. This is a larger issues that seems to continue to not be addressed.

Chris

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Thursday, September 19, 2019 11:02 AM
To: Swanson, Christopher (Cl-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 158 Morton Street W- Q2 assessment

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

Chris,

Please review Manteza's email below.

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Thursday, September 19, 2019 11:00 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 158 Morton Street W- Q2 assessment

Chris,

Please review Manteza's email below.

Thank you,

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: Nawodi, Manteza
Sent: Thursday, September 19, 2019 9:02 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 158 Morton Street W- Q2 assessment

Hello

1. Yes we received a payment he made on 04/15 applied on acct on 04/16
2. Please removed the assessment
3. The acct has a credit of \$60(\$35 was for MISC/OTHER SERVICE on YW error and \$25 was for Container Delivery), the acct 1 32gal cart and 1 68gal cart, 1 95gal YW, I requested container verification to be sure how many carts he has on site sooner the driver respond I will let you know

Thank you

Manteza Nawodi

Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569
w RepublicServices.com



We'll handle it from here.™

From: Franklin, Romack
Sent: Wednesday, September 18, 2019 3:54 PM
To: Nawodi, Manteza <MNawodi@republicservices.com>
Subject: FW: 158 Morton Street W- Q2 assessment

Manteza,

Please review and respond to the following email accordingly.

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



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, September 18, 2019 3:49 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 158 Morton Street W- Q2 assessment

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Romack,
Please see City request 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, September 18, 2019 3:46 PM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>

Subject: 158 Morton Street W- Q2 assessment

Hi Republic,

Travis D Skoog
158 Morton Street W
612-998-6051

Resident called into our office about a Q2 payment made. He said he made a payment of \$96.08 on 4/15. Republic sent us a Q2 assessment of \$105.23. He stated that in October, at the start of the program he called into RS and had one of the carts removed. He has only been setting out one cart this entire time because RS removed his other bin. Should we remove this assessment? What does RS have on this account?

Chris