



CITY OF SAINT PAUL
Melvin W. Carter, Mayor

1500 City Hall Annex
25 W. Fourth Street
Saint Paul, MN 55102-1660

Fax: 651-266-6222

August 23, 2019

Romack Franklin
Municipal Services Manager

Re: 517 Central Ave W Q1 Assessment

Good morning Republic,

I am writing about an experience that a resident recently had with Republic's customer service team. The resident, Rachel Shockley, came to our legislative hearing on August 8th, 2019, as she had received an assessment of \$4.06 for Quarter 1 service on her property at 517 Central Ave W. After further review of the bill, we noticed that Republic had incorrectly billed Ms. Shockley. Ms. Shockley paid the Quarter 1 bill in full in February. This payment included base cost of service and one late fee, as she was aware that she was making the payment late. Republic's billing department did not reflect that they had received payment in full. Republic then charged a late fee with interest on her bill, which was ultimately turned over to the City. As she had paid the bill in full, Ms. Shockley should not have been charged this fee and the assessment should not have been sent to the City.

The most disturbing aspect of our conversation with Ms. Shockley was her experience with Republic's customer service representatives. Ms. Shockley called into Republic's office numerous times and no one was able to inform her what the charge was for. She stated that she was told by Republic's CSRs that "she had to pay it or it was going to her property taxes." They said that there was "nothing they could do about it." She was also told that she would have to go to a legislative hearing if she wanted to fight the charge. She is an 80+ year old woman and was treated terribly. This is unacceptable. Republic should have had the capability to look at their billing system to confirm her billing history and see that she had made a payment in full for Quarter 1.

As such, she made her way downtown on various unknown bus routes to attend the hearing. It only took the City staff a few moments to examine her billing history and discover that she had made a payment in full for Quarter 1. Ms. Shockley spent a considerable amount of her time and money to come down to the hearing to address an error that Republic should never have made. She was in tears at this meeting because of the stress of trying to get this addressed over the previous weeks. Republic needs to review the tape of the conversations between Ms. Shockley and Republic's CSRs and tell me what happened in this situation. I think that Republic needs to credit Ms. Shockley on her bill for the time and effort she had to expend to address this problem that was created by Republic.



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Please review the recording of your conversations with Ms. Shockley and respond back with what you are going to do to address her issues. If you have any questions or comments please do not hesitate to reach out to me via phone or email.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris', with a stylized flourish at the end.

Chris Swanson
Solid Waste Program Supervisor

Cc: Kathy Lantry, Public Works Director
Marcia Moermond, Legislative Hearing Officer
Mai Vang, Legislative Hearing Coordinator
Diana Chao, Solid Waste Program Specialist,