

From: grevering.sph@gmail.com
To: [Swanson, Christopher \(CI-StPaul\)](#)
Cc: nicole.r.franklin@outlook.com
Subject: FW: Citywide Garbage Service Program - Billing Inquiry 983 Edmund Ave
Date: Thursday, May 9, 2019 5:05:03 PM
Attachments: [image002.png](#)

Chris,

Please see Republic's email below.

Greg Reuvering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Thursday, May 9, 2019 3:57 PM
To: Nicole Franklin
Subject: FW: Citywide Garbage Service Program - Billing Inquiry 983 Edmund Ave

Chris,

Please see Frances response 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
Sent: Thursday, May 09, 2019 12:24 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Citywide Garbage Service Program - Billing Inquiry 983 Edmund Ave

Account # 8608468

```
8608468 00001 AMANDA L TALLEN          999 999-9999   Origin C
          983 EDMUND AVE
          SAINT PAUL, MN 55104-2624
CL0 Code: Description  CR-Date  Time PTY Subject
CSC0  CS - COLLECTION  5  7  19  16:04 N  Billing-Invoice/Payment Q
Service Code ADRS                               Recorded: VALENCE
Text      amanda 6514428447 cust recieved a hearing letter and is requ
          esting to have a confirmation that she does owe 5.12 because
          she is being summon to appear at st. paul city cancel chamb
          ers. please email cust to confirm she does not have an outst
          anding balance thank you a_tallen@hotmail.com
```

Here is what the CSR told the customer. Customer paid Q4 2018 late. Customer owes the late fees

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



We'll handle it from here.™

From: Franklin, Romack
Sent: Wednesday, May 8, 2019 9:56 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: Citywide Garbage Service Program - Billing Inquiry 983 Edmund Ave

Can you please review the email below and let me know why I can not find it in the system?

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: Nicole Franklin <nicole.r.franklin@outlook.com>
Sent: Wednesday, May 08, 2019 9:48 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: Fw: Citywide Garbage Service Program - Billing Inquiry 983 Edmund Ave

Note that (nicole.r.franklin@outlook.com) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Romack,

Please see Chris' email below and let me know how you would like to proceed.

Thanks,

Nicole Franklin
St. Paul Haulers LLC.

612-298-2990

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, May 8, 2019 9:37 AM

To: grevering.sph@gmail.com

Subject: Citywide Garbage Service Program - Billing Inquiry 983 Edmund Ave

Hi Greg and Romack,

Address- 983 Edmund Ave

We received an email from a resident stating that they talk with someone at RS and that person was going to have her late fee removed with the city. She sent me message below.

“Thank you for this information. I just spoke with Republic Services. They state that my account is in good standing and that the \$5.12 charge was an error that was removed from my account and never should have been there. Unfortunately, the girl on the phone has no idea how to send me any sort of letter or proof of this.”

Do you want us to remove the assessment?

Thank you for your help.