

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, February 25, 2020 8:24 AM
To: Moermond, Marcia (CI-StPaul); Vang, Mai (CI-StPaul)
Subject: FW: Follow Up from Legislative Hearing 2/6/2020

Hello Marcia and Mai,

After several back and forths with Republic, we were able to put together a timeline for 882 Hague Avenue. I have include it below, along with our recommendation, which I will bring up at the hearing today.



Clare Pillsbury

Management Assistant I

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

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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www.stpaul.gov/garbage

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, February 24, 2020 1:16 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: Follow Up from Legislative Hearing 2/6/2020

My apologies for the confusion Frances. We would like to reduce the Quarter 3 Assessment to \$60.27. This would equate to a total reduction of \$139.46 from the total of \$221.23.

Thank you!



Clare Pillsbury

Management Assistant I

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F: 651-266-6222

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, February 24, 2020 10:20 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Follow Up from Legislative Hearing 2/6/2020

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

Chris,
Please see update from Frances below.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, February 24, 2020 9:56 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Follow Up from Legislative Hearing 2/6/2020

Remove the \$60.27 from certification. Thanks

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
w RepublicServices.com



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, February 21, 2020 4:47 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Follow Up from Legislative Hearing 2/6/2020

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: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, February 21, 2020 3:20 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: Follow Up from Legislative Hearing 2/6/2020

I apologize. The final amount that we are recommending for the assessment is \$60.27.



Clare Pillsbury
Management Assistant I
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800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
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F: 651-266-6222
Clare.Pillsbury@ci.stpaul.mn.us



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From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, February 21, 2020 3:15 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: Follow Up from Legislative Hearing 2/6/2020

Thank you!

I just wanted to follow up on 882 Hague. Please read through the timeline that I have put together regarding your responses for the property. Please address **ALL** questions or requests in yellow or we will have to make out own guesses as to what happened with this property.

Date	Incident as Reported by Republic Services	Discrepancies found by City of Saint Paul and Additional Questions
11-2-2018	Resident called Republic Services and stated that she would like on of her	

	68-gallon carts removed. She was referred to the City of Saint Paul	
11-19-2019	Resident called Republic Services again stated that she would like a change in service and was told again that she would have to go through the City of Saint Paul	
12-13-2019	Resident called Republic Services requested the removal of one of her 68-gallon carts as she only had need for one container. This request was cancelled by Republic Services	Was resident ever informed that this request was cancelled? No
1-7-2019	Resident receives Q1 bill for \$162.00	2 medium 68-gallon carts x 96.08 = 192.13 – 30.13 (removal of one 64-gallon cart from 02/21/2019 – 03/30/2019) = \$162.00
2-14-2019	Resident called Republic Services and requested the removal of one of her 68-gallon carts as she needed one bin at the property. In the notes, CSR stated “Please Remove.”	It appears as though this was when Republic put in the request to remove the cart. City of Saint Paul has records stating that cart removal was completed on 02/21/2019.
2-21-2019	Resident called Republic Services and stated that she would only be paying \$96.08. She was told by CSR that she would have a balance due of \$74.02 going forward.	
2-21-2019	Republic stated that resident made a payment of \$96.08 for Quarter 1 bill of \$162.00.	It appears as though a total of \$77.54 was sent to the City of Saint Paul for Assessments.
2-25-2019	Resident called Republic Services to reschedule request to remove one 68-gallon cart.	Why would she request that the 68-gallon cart be removed if the City of Saint Paul has records from Republic Services of it being removed? Not sure what you mean. If the container was never removed then I’m assuming that she kept it in the back yard or somewhere. And then finally called back to get it removed again.
04-05-2019	Resident receives Q2 bill for \$127.21	Please break down entire Q2 bill with each invoice item. For one 68-gallon cart this should only have been \$96.08. If the customer keeps making changes to the account during a bill cycle then the changes with adjustments will show up on the next invoice which is what happened here
4-23-2019	Resident called Republic Services and stated that she had only two containers since October 2018. She	Why was the amount that was sent to the City of Saint Paul \$169.37? Even with late fees, that amount that

	said she didn't order or use 2 68-gallon containers. She wants fees from one removed from the city bill. The city showed she owes \$169.37 and Republic Services showed she owes \$127.21 for current bill.	should have been sent to the City of Saint Paul would have been \$146.29. Which bill am I looking at? In the note you say Oct 2018 and also current. Please confirm
07/05/2019	Resident receives Q3 bill for \$193.77	Please break down this bill to all the individual invoiced items. Resident should have only been billed for one 64-gallon cart.
08/05/2019	Resident receives bill for \$134.64	It appears as though this is back billing for the 68-gallon cart that was removed on 02/21/2019. Frances did provide a credit for this amount.
8-22-2019	Resident called Republic Services and requested cart removal so that Republic could drop off a smaller cart.	
8-22-2019	Resident called Republic Services about back bill and Republic CSR requested an explanation of why resident was being back billed.	Why did Republic Services not call resident back? Manteza called and spoke to the customer on 8/23/2019
8-26-2019	Change was made by Republic Services from a 68-gallon cart to a 32-gallon every other week cart.	
8-29-2019	Resident called Republic Services and stated that she should have another 68-gallon cart delivered. Republic stated in the e-mail below that they delivered the second 32-gallon every other week cart on 08/29/2019.	This is in contradiction to the e-mail sent to us on 01/27/2020 by Frances Estrella where it was reported that the cart was delivered on 09/26/2019. This e-mail included a snap shot of service request as proof. Please explain the discrepancies in dates.
8-29-2019	Resident called Republic Services to follow up on information provided about back billing. She asked CSR why she was being back billed for 2 68-gallon containers when she only had one. CSR reported that they put in a request for the delivery of a second 32-gallon every other week cart and spoke to the resident about the back bill.	
9-6-2019	Republic reported that they requested removal of two 68-gallon trash containers and delivered two 32-gallon containers.	This is direct contradiction to the notes from Frances regarding the 8-29-2019 call where they stated that both carts were delivered by 08/29/2019, as well the e-mail below in which Frances stated that both carts were delivered by 09/26/2019. Again please explain the discrepancies in the dates.

9-13-2019	Dispatch sent by Republic Services to driver to verify cart quantity and size at the property.	
10-1-2019	Driver report that resident has a 32-gallon every other week and 32-gallon every week cart.	Why was there a two week delay in checking? Also, why did they report a 32-gallon weekly cart when resident should have had two 32-gallon every other week carts?
10-11-2019	Driver reported this time that resident has two 32-gallon every other week carts.	
12-13-2019	Frances submitted a total of \$134.64 in credits for back billing.	

Based on this timeline, the resident appears to have been charged correctly for Quarter 1 2019. In Quarter 2 2019 there appears to be an overcharge of **\$50.21** (Q2 Assessment of \$146.29- Cost of 68-gallon cart of \$96.08). In Quarter 3 there appears to be an overcharge of \$110.75 (Q3 assessment of \$221.23- cost of 68-gallon cart with late fees of \$110.48).

Therefore, we are going to recommend reducing the Q3 assessment by a total of \$50.21 + \$110.48 = \$139.46. Please respond by Monday February 24, 2019 at 2:00 pm as there is an additional legislative hearing approaching concerning this property.

Thank you,



Clare Pillsbury

Management Assistant I

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

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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www.stpaul.gov/garbage

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

Sent: Tuesday, February 11, 2020 12:10 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: Follow Up from Legislative Hearing 2/6/2020

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

Chris,

Please see update below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Tuesday, February 11, 2020 11:58 AM

To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>

Subject: RE: Follow Up from Legislative Hearing 2/6/2020

768 Carroll Ave- Resident stated that Republic Services removed the 64-gallon cart at the property. Therefore, during Q3 2019, there were no carts at the property. Property was technically vacant and a vacancy notice was submitted to the City of St. Paul in August 2019. As the property had two medium carts at the start of the coordinated collection program, please provide documentation of the delivery and/or removal of any carts from the property since Q1 2019.

- Republic services: No carts have ever been removed from this property, per our records this customer should be vacant as of 8/31/2019 anything before this customer owes

377 Arundel Street- Resident would like to request that his current 64-gallon cart be switched out for a 35-gallon every other week container. Please contact the resident to schedule this during his next trash pickup on Thursday 02/13/2020.

- Republic services: Please provide a phone number. This customer has never called RS so we don't have a # on file. Can't call, I can make the change but can't communicate this with the customer. Please provide

463 Edmund Ave: Tennant at property stated that he paid his entire Q3 2019 bill with a debit card over the phone in September 2019. However, the property currently has a pending assessment. Please provide documentation of entire payment history for the property from Q3 2019 – Q1 2020. **Please also change the mailing address for the bills to the following: 2255 WOODHILL CT EAGAN, MN 55122.** The is property owner's mailing address.

Rec. Date	Rel	Check Number	Check Amount	Obligation ID	Sel
11/13/2019	SI	1	107.56	923004141529	-
4/12/2019		1	102.44	923003927984	-
1/22/2019		1	112.68	923003813300	-

882 Hague- Please provide a comprehensive summary for this property since the beginning of the coordinated trash program. The following information:

1. Every billing record from Q4 2018 – Q1 2019
2. Every cart delivery/removal from Q4 2018 – Q1 2019: When cart delivery/removal occurred what the size of each cart was.
3. Record of every communication between the resident and Republic from Q4 2018 – Q1 2019. **This needs to be as comprehensive as possible.**

There seems to have been an issue with billing for this property. Resident has been stating the resident has only had one medium cart from January 2019 – September 2019. Republic, in their e-mails to the City of Saint Paul concerning this issue have insisted that the resident was incorrect and that there were two medium carts present at the property during that time. However, resident did bring in a copy of an e-mail from the collections department at Republic (dated 01/28/2020) that stated that Manteza would pull from the City of Saint Paul the amount of \$365.02 “to cover the period from 02/21/2019 thru 09/30/2019 when the resident only had 1 container on site.” I have attached the e-mail for your review. Please address the discrepancies in the e-mails to us from the e-mails to the resident

- Carts Billed:
 - o 10/1/2018 – 2/20/2019: 2 68gal trash carts
 - o 2/21/2019 – 4/1/2019: 1 68gal trash cart
 - o 4/1/2019 – 7/1/2019: 2 68gal trash carts
 - o 7/1/2019 – 9/6/2019: 2 68gal trash carts
 - o 9/6/2019 – Current: 2 32gal EOW carts
- Payment History:

- 2/21/2019: \$96.08
- Billing History:
 - 9/25/2018: \$147.28
 - 1/7/2019: \$162.00
 - 4/5/2019: \$127.21
 - 7/5/2019: \$193.77
 - 8/5/2019: \$134.64
 - 10/5/2019: \$104.44
 - 1/5/2020: \$115.20
- Call History:

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8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSIN CS - INFORMATIO 11 6 18 9:20 N Billing-General Informati
Service Code CSIN Recorded: WILLITAS
Text Shirley Alexander 651 292 0123 bulk pick up recliner chair 2
dresser, etc., also customer will like container remove re
fer customer to st.paul 651 266 6101 regarding any cart rem
ove or added. to account.
8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSIN CS - INFORMATIO 11 19 18 11:58 N General Inquiry-Informati
Service Code CSIN Recorded: SCHENCA
Text shirley alexander 6512920123 customer wanted change in servi
ce it has to go through the city anthony woods came by email
ed him all details and is looking in to it
8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CANS SYS - CANCELLED 12 13 18 13:20 N PETERLI
Service Code SCNC Recorded: CRTORD
Text Grp#: 1 Qty: 1 Service Req'd: NCH Extra: Y
PO#: SHIRLEY A ALEXA Rate: 0000000000
Route#: 0000 Before: 0 or After: 0
882 HAGUE AVE SAINT PAUL MN remove on container customer onl
y has the need for one container

```

This request to remove the cart was canceled.

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y SASC SA - SERVICE CH 2 14 19 16:05 N Sales-Change in Service
Service Code SASC Recorded: WILSOJAG
Text Change in Service Frequency 68 Gallon Cart Qty: 1 Freq: 1X R
ate:$69.75 Callers Name: SHIRLEY ALEXANDER Effective Date: 2
/15/2019 Phone: (651) 292 0123 Details :CUSTOMER STATES THAT
SHE ONLY NEEDS ONE ASSET ON HER ACCT PLS REMOVE.
8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y ADRS AD - RESIDENTIA 2 21 19 9:26 N Billing-Invoice/Payment Q
Service Code ADRS Recorded: JOHNSKH
Text SHIRLEY A ALEXANDER 651 292 0123 882 HAGUE AVE SAINT PAUL MN
CUSTOMER PAYING ONLY $96.08 BUT I DID ADVISE THAT SHE WILL
HAVE A $74.02 BALANCE LEFT THAT WILL GO TOWARDS HER NEXT INV
OICE FOR APRIL. I ALSO ADVISE THAT SHE MAY GO INTO SERVICE I
NTERUPTION DUE TO NOT PAYING THE $170.10 KJOHNSON
8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Orig
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y SCNC NO CHARGE 2 25 19 10:16 N
Service Code SCNC Recorded: VLCEKBR
Text Grp#: 02 Qty: 001 Service Req'd: NCL Extra: Y
PO#: DISPATCH Rate: 0000000.00
Route#: 4000 Before: 0000 or After: 0000
PLEASE REM 68 GAL CART

```

Rescheduled request to remove cart

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8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
          882 HAGUE AVE
          SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSC0 CS - COLLECTION 4 23 19 12:00 N Billing-Refund Request
Service Code ADRF Recorded: BAILECHG
Text Shirley 6512920123 Says she had 2 containers since Oct. 2018
and didn't ordered or use 2 containers. Wants fees for one
removed from city bill of $169.37. The city shows she owes t
hat amount and we just show she owes $127.21 for current bill.
Please adjust with the city.

```

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
CLO Code: Description CR-Date Time PTY Subject
Y SCNC NO CHARGE 8 22 19 12:46 N Janelle King
Service Code SCNC Recorded: CRTORD
Text
Grp#: 5 Qty: 1 Service Req: NCH Extra: Y
PO#: Shirley Rate: 0000000000
Route#: 0000 Before: 0 or After: 0
SHIRLEY A ALEXANDER 6512920123 Please rem so that we can dro
p a smaller conlt

```

- Per the customer who called in to scheduled the cart removal as of 8/22/2019 still has cart on site still request it to be removed and exchanged for smaller

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSC0 CS - COLLECTION 8 22 19 13:02 N Billing-Invoice/Payment Q
Service Code ADRS Recorded: KINGJA
Text
SHIRLEY A ALEXANDER 6512920123 can we get customer an explan
ation for why she is being back billed on her current invoic
e 8/5

```

- Here customer called in 8/26/2019 to request the cart exchange of the 68gal to 32gal

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
CLO Code: Description CR-Date Time PTY Subject
Y SASC SA - SERVICE CH 8 26 19 8:14 N Sales-Change in Service
Service Code SASC Recorded: KINGJA
Text
Change in Container Type and/ or Size 68 GALLON CART Type :
trash Size :32 Rate:$60.83 Delivery Req: Yes 68 GALLON CART
Type : trash Size :32 Rate:$60.83 Delivery Req: Yes Callers
Name: SHIRLEY A ALEXANDER Effective Date: 8/29/2019 Phone: (
651) 292 0123

```

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y SCNC NO CHARGE 8 29 19 12:47 N Kristie Gonzalez
Service Code SCNC Recorded: CRTORD
Text
Grp#: 4 Qty: 1 Service Req: NCL Extra: Y
PO#: Shirley Rate: 0000000000
Route#: 0000 Before: 0 or After: 0
Shirley (651) 292 0123 requested container delivery due to c
ustomer stated that she should have had another delivered .

```

- Customer called because we only delivered 1 cart on 8/26 and on 8/29 we delivered the 2nd container (32gal)

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSIN CS - INFORMATIO 8 29 19 13:02 N General Inquiry- Informati
Service Code CSIN Recorded: GONZAKR
Text
Shirley called for Information Provided. Informed caller cus
tomer called to why she was being billed for 2 container whe
n she only had 1 container I put in a delivery and advised h
er of the back billing that we sent out

```

- Customer said above to deliver 2nd container (32gal) then is asking why we billed for 2 carts?

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSC0 CS - COLLECTION 9 6 19 12:11 N Billing-Invoice/Payment Q
Service Code ADRS Recorded: GNODLSE
Text
SHIRLEY ALEXANDER 6512920123 Customer request to change serv
ice to 2 32ga SW EOW
- 49233 Y SCRE CONTAINER REMOV 9/09/19 12:57 N
- 49232 Y SCRE CONTAINER REMOV 9/09/19 12:56 N
- 49231 Y SCCD CONTAINER DELIV 9/09/19 12:55 N
- 49229 Y SCCD CONTAINER DELIV 9/09/19 12:55 N

```

- on 9/9/2019: remove 2 68gal trash cart and deliver 2 32gal EOW trash carts

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y OPIN OP - INFORMATIO 9 13 19 8:44 N HOW MANY AND WHAT SIZE
Service Code OPIN Recorded: PETERLI
Text
cans does customer have on site? They should have 2-30 purpl
e lid

```

- Dispatch sent this note to the driver to verify quantity and size

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin C
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y CSIN CS - INFORMATIO 10 1 19 11:57 N CARTS ON SITE
Service Code CSIN Recorded: NAWODMA
Text
they have a 1-30 purple lid and 1-30 gray lid

```

- Per driver 1 32 EOW cart and 1 32 Weekly cart

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Orig
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
CLO Code: Description CR-Date Time PTY Subject
Y CSIN CS - INFORMATIO 10 11 19 7:26 N HAS 2 PURPLE LID CARTS
Service Code CSIN Recorded: PETERLI
Text on site

```

- Per Driver and Dispatch this customer as of 10/11/2019 has 2 32gal EOW carts

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Origin
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
LO Code: Description CR-Date Time PTY Subject
Y ADCR AD - CREDIT ADJ 12 13 19 11:26 N RESI AJ
Service Code ADCR Recorded: COLONFR
Text ob#4052690
97.74 tax 04
credit back billing

```

- on 12/13/2019 I (Frances) submitted a credit for the amount of \$97.74 plus taxes = total of \$134.64

```

8606604 00001 SHIRLEY A ALEXANDER 651 292-0123 Orig
882 HAGUE AVE
SAINT PAUL, MN 55104-6774
CLO Code: Description CR-Date Time PTY Subject
Y SCSU BULK PICKUP SER 12 24 19 9:57 N
Service Code SCSU Recorded: PETERLI
Text Grp#: 06 Qty: 001 Service Req'd: BUL Extra: Y
PD#: Rate: 0000000.00
Route#: 4000 Before: 0000 or After: 0000
CHAIR AND FURNITURE (PLEASE LIST ITEMS)

```

- This is the last call we have for this customer on 12/24/2019 to schedule bulk pick up.

I hope this helps. I have no more information on this account I have provided everything in our system. Could you provide the email that Manteza sent to the customer. I can't find any of this in the system.

Thanks

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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, February 10, 2020 1:03 PM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: Follow Up from Legislative Hearing 2/6/2020

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

Romack,
Please see attachment and 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: Monday, February 10, 2020 12:27 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Follow Up from Legislative Hearing 2/6/2020

Hi Romack,

All these inquiries are in regards to pending assessments for Q3 2019. Please review and respond back ASAP.

768 Carroll Ave- Resident stated that Republic Services removed the 64-gallon cart at the property. Therefore, during Q3 2019, there were no carts at the property. Property was technically vacant and a vacancy notice was submitted to the City of St. Paul in August 2019. As the property had two medium carts at the start of the coordinated collection program, please provide documentation of the delivery and/or removal of any carts from the property since Q1 2019.

377 Arundel Street- Resident would like to request that his current 64-gallon cart be switched out for a 35-gallon every other week container. Please contact the resident to schedule this during his next trash pickup on Thursday 02/13/2020.

463 Edmund Ave: Tenant at property stated that he paid his entire Q3 2019 bill with a debit card over the phone in September 2019. However, the property currently has a pending assessment. Please provide documentation of entire payment history for the property from Q3 2019 – Q1 2020. **Please also change the mailing address for the bills to the following: 2255 WOODHILL CT EAGAN, MN 55122.** This is property owner's mailing address.

882 Hague- Please provide a comprehensive summary for this property since the beginning of the coordinated trash program. The following information:

1. Every billing record from Q4 2018 – Q1 2019
2. Every cart delivery/removal from Q4 2018 – Q1 2019: When cart delivery/removal occurred what the size of each cart was.
3. Record of every communication between the resident and Republic from Q4 2018 – Q1 2019. **This needs to be as comprehensive as possible.**

There seems to have been an issue with billing for this property. Resident has been stating the resident has only had one medium cart from January 2019 – September 2019. Republic, in their e-mails to the City of Saint Paul concerning this issue have insisted that the resident was incorrect and that there were two medium carts present at the property during that time. However, resident did bring in a copy of an e-mail from the

collections department at Republic (dated 01/28/2020) that stated that Manteza would pull from the City of Saint Paul the amount of \$365.02 "to cover the period from 02/21/2019 thru 09/30/2019 when the resident only had 1 container on site." I have attached the e-mail for your review. Please address the discrepancies in the e-mails to us from the e-mails to the resident.

Please review and respond to all inquiries in full.