

From: [Franklin, Romack](#)
To: [Swanson, Christopher \(CI-StPaul\)](#)
Cc: [Greg Revering](#)
Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question
Date: Wednesday, April 17, 2019 1:02:31 PM

Chris,

Please see 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: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Wednesday, April 17, 2019 12:52 PM
To: Nicole Franklin
Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Yes you can remove the late fee's, I have placed a credit on the customer account G4 004967-0000 in the amount of \$14.40 for his late fees from the Q4 2018 tax roll that where accessed.

Thank you

From: Nicole Franklin [mailto:nicole.r.franklin@outlook.com]
Sent: Wednesday, April 17, 2019 12:41 PM
To: Jim Smith <Jim.Smith@advanceddisposal.com>; Melissa Bachhuber <melissa.bachhuber@advanceddisposal.com>; Lenora Johnson

<lenora.johnson@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>

Subject: Fw: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Hello,

Please see below.

Nicole Franklin

St. Paul Haulers LLC.

612-298-2990

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

Sent: Wednesday, April 17, 2019 12:39 PM

To: Nicole Franklin

Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]

Sent: Wednesday, April 17, 2019 12:11 PM

To: Franklin, Romack; Greg Revering

Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Diana added some clarity to my question it appears.

Can you send this to ADS?

Thanks

Chris

From: Chao, Diana (CI-StPaul)

Sent: Wednesday, April 17, 2019 12:11 PM

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

Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Sorry for the confusion. What Chris meant was can we just remove the late fees from the Q4 2018 assessment roll? Instead of having the customer pay the whole amount and then receive a credit on the account later.

From: Swanson, Christopher (CI-StPaul)

Sent: Wednesday, April 17, 2019 12:09 PM

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

Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Wednesday, April 17, 2019 11:58 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Fwd: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Please see below

Sent from my iPhone

Begin forwarded message:

From: Nicole Franklin <nicole.r.franklin@outlook.com>
Date: April 17, 2019 at 11:45:16 AM CDT
To: Romack Franklin <rfranklin3@republicservices.com>
Subject: Fw: 1098 Albemarle St - ADS Q4 2018 Assessment Question

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"

Chris,

See below.

[Nicole Franklin](#)
St. Paul Haulers LLC.
612-298-2990

From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Wednesday, April 17, 2019 11:41 AM
To: Nicole Franklin
Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

No just the late fee's per Diana below

From: Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]
Sent: Wednesday, April 17, 2019 11:36 AM
To: Jim Smith <Jim.Smith@advanceddisposal.com>; Melissa Bachhuber <melissa.bachhuber@advanceddisposal.com>; Lenora Johnson <lenora.johnson@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: Fw: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Please see below.

[Nicole Franklin](#)
St. Paul Haulers LLC.

612-298-2990

From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Wednesday, April 17, 2019 11:28 AM
To: Franklin, Romack
Cc: Greg Revering
Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

So remove the assessment?
Just want to be sure I am correct.

Chis

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Wednesday, April 17, 2019 11:23 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Chris,

Please see below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

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



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From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Wednesday, April 17, 2019 11:20 AM
To: Nicole Franklin; Jim Smith; Melissa Bachhuber; Tim Williams
Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Yes I have placed a credit on the customer account G4 004967-0000 in the amount of \$14.40 for his late fees from the Q4 2018 tax roll that where accessed.

Thank you

From: Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]
Sent: Wednesday, April 17, 2019 11:04 AM
To: Jim Smith <Jim.Smith@advanceddisposal.com>; Melissa Bachhuber <melissa.bachhuber@advanceddisposal.com>; Lenora Johnson <lenora.johnson@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: Fw: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Hello,

Please see the city's email below.

Nicole Franklin
St. Paul Haulers LLC.
612-298-2990

From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Wednesday, April 17, 2019 10:42 AM
To: Franklin, Romack; Greg Revering
Cc: Chao, Diana (CI-StPaul)
Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Please get ADS response.

Thanks

cs

From: Chao, Diana (CI-StPaul)
Sent: Wednesday, April 17, 2019 10:40 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Was it paid to the wrong account on resident's error or ADS error?

If it was an ADS error, can ADS consent to removing the late fees for the pending

assessment?

Please get a response back ASAP so I can call the resident.

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, April 17, 2019 10:37 AM
To: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Wednesday, April 17, 2019 10:37 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Greg Reverting <grevering.sph@gmail.com>
Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Chris,

Please see below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

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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: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Wednesday, April 17, 2019 9:50 AM
To: Nicole Franklin; Jim Smith; Melissa Bachhuber; Tim Williams
Subject: RE: 1098 Albemarle St - ADS Q4 2018 Assessment Question

1098 Albemarle St.

The payment that was attached from 12/26/2019 for \$96.08 was made on the incorrect account it was made to G4004967-001 and should have been made on G4004967-000 the error was not found until 1/8/2019 after tax roll was completed. The credit was then used to pay the 1/7/2019 payment. The next record we have of this customer calling in was on 4/10/2019 when he called to inquire about a City letter.

Thank you

From: Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]
Sent: Monday, April 15, 2019 6:07 PM
To: Jim Smith <Jim.Smith@advanceddisposal.com>; Melissa Bachhuber <melissa.bachhuber@advanceddisposal.com>; Lenora Johnson <lenora.johnson@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: Fw: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Hello,

Please see the city's email and provide the requested information.

Thanks,
[Nicole Franklin](#)
St. Paul Haulers LLC.
[612-298-2990](tel:612-298-2990)

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Monday, April 15, 2019 5:09 PM
To: nicole.r.franklin@outlook.com
Subject: Fwd: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Sent from my iPhone

Begin forwarded message:

From: "Swanson, Christopher (CI-StPaul)" <Christopher.Swanson@ci.stpaul.mn.us>
Date: April 15, 2019 at 3:13:01 PM CDT
To: "Franklin, Romack" <RFranklin3@republicservices.com>, Greg Revering <grevering.sph@gmail.com>
Subject: FW: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Hi Romack and Greg,

We have a hearing scheduled for this account on this coming Thursday. Please have ADS review and provide follow up by EOB 4/16/2019 (tomorrow).

Thanks

Chris

From: Chao, Diana (CI-StPaul)
Sent: Monday, April 15, 2019 3:02 PM
To: Swanson, Christopher (CI-StPaul)
<Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1098 Albemarle St - ADS Q4 2018 Assessment Question

Hello Chris,

We have received the following request for a legislative hearing from Xua Lee (763-355-2038) at 1098 Albemarle St:

“i did not received mail for the first 3 month's service. called in, they waived the late fee and the bill was paid once i got their letter. Somehow it was still reported to the city that it was not paid.”

Please see the attached .pdf for the email communication between Xua Lee and Rebecca Martinez de la Cotera that shows a payment of \$96.08 on 12/26/18.

Can ADS review the attached .pdf and let me know if the property owner is correct? Did this payment apply on the Q4 2018 bill and were the late fees waived? Please let me know if this pending assessment should be removed.

Thanks,

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