

From: [Franklin, Romack](#)
To: [Swanson, Christopher \(CI-StPaul\)](#)
Subject: FW: 1362 Berkeley Ave - WM Assessment Question
Date: Tuesday, April 9, 2019 3:49:20 PM

Chris,

Please see WM's email 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: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, April 9, 2019 3:10 PM
To: Nicole Franklin; Hamstra, Micah; Hoekstra, Darrell; Hartman, Jason; Heinzig, Gary; Altman, Julie; Sarner, Ryan; Westlund, Tyler; VanDussen, Peter; Swanson, Robert
Subject: RE: 1362 Berkeley Ave - WM Assessment Question

Tara, was given bad information from our customer service department. She did talk to a Jeremy on 2.20.19 who told her she owed nothing. Unfortunately he needs to be trained to understand that when this is on an account that doesn't mean they paid.

01/04/19 ST PAUL BAL PMT MSC 70.34

We did receive a payment from Tara of \$70.34 that posted to her account on 1.25.19 and that payment was applied to her 1.5.19 billing for Jan/Feb/March. She should be able to double check her credit card statement or checking account to see if she has made more than one payment to us since 10.1.18.

If she has and can provide proof to us - we will update her account.

I can have someone in customer service give her a call – unless the city wants to reach out to her.

Thanks

Mary Patch

Municipal Sales Coordinator

mpatch@wm.com

Waste Management

20520 Keokuk Ave Suite 200

Lakeville, MN 55044

Phone: (952) 460-8667

Fax: (952) 460-8699

From: Nicole Franklin <nicole.r.franklin@outlook.com>

Sent: Tuesday, April 9, 2019 2:52 PM

To: Hamstra, Micah <mhamstra@wm.com>; Hoekstra, Darrell <dhoekstr@wm.com>; Hartman, Jason <jhartma5@wm.com>; Patch, Mary <mpatch@wm.com>; Heinzig, Gary <gheinzig@wm.com>; Altman, Julie <jaltman4@wm.com>; Sarner, Ryan <RSarner@wm.com>; Westlund, Tyler <twestlun@wm.com>; VanDussen, Peter <PVanDuss@wm.com>; Swanson, Robert <rswanson@wm.com>

Subject: Fw: 1362 Berkeley Ave - WM Assessment Question

Hello,

Please the email below and provide an update for the city.

Thanks,

Nicole Franklin

St. Paul Haulers LLC.

612-298-2990

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

Sent: Tuesday, April 09, 2019 2:24 PM

To: Franklin, Romack; Greg Revering

Subject: 1362 Berkeley Ave - WM 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"

Hello Romack,

Tara Edlund from 1362 Berkeley Ave (612-242-7544) submitted the following request for a legislative hearing:

“I don't owe this money. I have confirmed 2x with WM that my account is \$0.00. They explained this is a glitch that is happening to many customers since St Paul converted trash collection. Attached are my notes on your Final Notice and Notice of Assessment, showing who I talked to at your Garbage Collection department as well as who I talked to at WM.”

Can WM take a look at the attached notes? Did Tara make a payment for Q4 2018 garbage service? Does she owe the pending assessment for \$70.34?

Thanks,

Recycling is a good thing. Please recycle any printed emails.