

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, November 20, 2019 11:18 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: 25 delos street W

Follow Up Flag: Follow up
Flag Status: Flagged

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Wednesday, November 20, 2019 11:08 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 25 delos street W

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

Chris,

Please see Frances email below.

Greg Revering

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, November 20, 2019 10:56 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 25 delos street W

Chris,

Please see Frances 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: Estrella, Frances

Sent: Wednesday, November 20, 2019 10:47 AM

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

Subject: RE: 25 delos street W

Billing address is correct. Set to bill to 1254 Dodd Rd in Mendota Heights

Billing:

- Bill sent on 4/5/19 in the amount of \$308.08 (Oct – June Service)
- Send reminder letters on 4/30/19, 5/31/19, and again on 7/1/19.
- Certified on 7/4/19

By the time the customer logged in the credit was showing because we had already certified it to the city.

- 7/5/19 bill went out for July – September service \$141.81 – Paid
- 8/5/19 bill went out for the back billing difference in cart – Paid
- 10/5/19 billing went out for the October – December service 2019 – Paid
- 10/14/19 credit of \$5.00 was submitted for a \$5.00 late fee charge (our error, we corrected)

The \$1.13 credit is for a 1 day charge that the system generated and we credited everyone who got that charge. This is something the city was aware of.

There are no other credits in our system other than the \$5.00 late fee credit. Customers account was not credited for the service of Oct – June but it does show on there system like that because we credited off the system to be able to certify it to the city.

Hope this answers all of your questions. Thank you

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, November 20, 2019 8:05 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: Fwd: 25 delos street W

Frances,

Please review and respond to the following email below. Thank you

Sent from my iPhone

Begin forwarded message:

From: <grevering.sph@gmail.com>
Date: November 19, 2019 at 5:09:40 PM CST
To: <rfranklin3@republicservices.com>
Subject: FW: 25 delos street W

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

Romack,
Please see request 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: Tuesday, November 19, 2019 5:08 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: 25 delos street W

Hi Romack,

Can you have someone go through this email and response back. This assessment will be going in front of council. See my questions and action items in **RED**.

First. It looks like Republic has been sending the bill to the service property as opposed to the primary tax address. Please update your system to reflect the correct address.

Back ground:

Service Address: 25 Delos St. W.

Primary Tax Address: 1254 Dodd Rd, Mendota Heights MN 55118-1939 (We have provided this to RS- it's not acceptable that you have been using the wrong address.)

File #: CG1903A3

Occupancy: Duplex, both units rented, recently homesteaded as resident's son lives in unit B

Service: 2 small trash cans.

Assessment: **\$354.29 sent for Q2**

Resident's Stated Series of events:

- Residents received the flyer and the change was supposed to take place in October 2018.
- October 2018 Residents went to the haulers website as we had not seen a bill to date. We called Republic and they said that they still had not sent out bills and they should see it soon sometime in December.
- December Residents called Republic, informed them we had still not seen a bill and the person that we talked to said that she did not see their residence in the system (25 Delos W.), she said that she would dig into it and get back to the property owner. **Why is Republic not sending the bill to this property?**
- January and February 2019: Residents did not hear back so, Residents called again and the representative said the address was not pulling up but they had all of my neighbors around them and she said we will just have to see what happens. **Please look into this comment. That in not appropriate.**
- June 2019: Residents received the first bill in the mail and it was for \$141.81, Residents went on line and created an account and paid that bill along with every bill since. **This bill showed \$356.63 in credits, including \$48.55 in late fees.**
- October 2019: Resident received Ratification of Assessment notice for \$354.29.
- However when logging on line now resident now sees a bill dated April 5th, **the balance was credited on the bill dated July 5.**

Summary of Bills

Bill dated April 5 online (**never received**)

- 308.08 residential service
- Late fees added in total of \$48.55

Bill dated July 5

- All of the bill was credited from April 5
- Charged \$141.81
- Payment of \$141.81 paid on 7/17/19
- **Credit of \$356.63**

Bill Dated 08/05/19

- Charged \$113.93

Bill Dated 10/05/19

- Charged \$145.68
- Includes \$5 late fee (Adjusted on 10/14)- WHY IS THERE A LATE FEE?
- Credit adjustment of \$1.13 (See bill below) What is this charge?
- Payment 258.48 on 10/19

Current status on 11-13-19 showing \$5 credit

Please go through this and ensure the charges are correct.