

Rebar, Jeannette (CI-StPaul)

From: Chao, Diana (CI-StPaul)
Sent: Thursday, April 11, 2019 8:48 AM
To: Rebar, Jeannette (CI-StPaul)
Subject: FW: 25 Sandralee Dr W - WM Assessment Question

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, April 1, 2019 5:11 PM
To: 'Franklin, Romack' <RFranklin3@republicservices.com>
Subject: FW: 25 Sandralee Dr W - WM Assessment Question

Can you have Mary or someone from WM give Mike a call to be sure that he is now paying the right account?

Thanks

Chris

From: Chao, Diana (CI-StPaul)
Sent: Monday, April 1, 2019 1:58 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 25 Sandralee Dr W - WM Assessment Question

Hello,

I just spoke with Mike and he will be paying the delinquent amount. However, he said that he has an auto payment set up with his bank account. He says that he made a payment for Q1, but I am guessing it got sent to the wrong account again. Can Mary give Mike a call to make sure he has the correct acct # set up for auto payment? His phone number is 651-730-0018.

Thank you!

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Friday, March 29, 2019 4:18 PM
To: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 25 Sandralee Dr W - WM Assessment Question

Diana,

Please see WM's further explanation 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: Friday, March 29, 2019 3:59 PM
To: Nicole Franklin
Subject: RE: 25 Sandree Dr W - WM Assessment Question

Just an FYI - I did some more research after I sent this e-mail and found that he did send his payment for Oct to Dec 18 on 9.28.18 – but he used the wrong account number when he was paying us online and it got applied on someone else's account somewhere.

We finally found it and that is the payment applied to his account on 3.26.19 the other one from 1.15.19 was to actually pay his Jan/Feb/Mar billing.

Unfortunately he didn't start researching where his missing payment went to until 3.14.19 - considering all the notices he had received – you would have thought he would have called us sooner.

Mary Patch
WM

From: Nicole Franklin <nicole.r.franklin@outlook.com>
Sent: Friday, March 29, 2019 3:13 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Re: 25 Sandree Dr W - WM Assessment Question

Thanks, Mary.

Nicole Franklin
St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, March 29, 2019 3:03 PM
To: Nicole Franklin; Hamstra, Micah; Hoekstra, Darrell; Hartman, Jason; Heinzig, Gary; Altman, Julie; Sarner, Ryan;

Westlund, Tyler; VanDussen, Peter; Swanson, Robert

Subject: RE: 25 Sandree Dr W - WM Assessment Question

He paid us on 1.15.19 and that payment was applied to his 1.4.19 billing.

He paid us again 3.26.19 9 (just in time) and that payment was applied as a prepaid to go against his 4.4.19 billing.

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: Friday, March 29, 2019 2:55 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>; Sarnier, Ryan <RSarnier@wm.com>; Westlund, Tyler <twestlun@wm.com>; VanDussen, Peter <PVanDuss@wm.com>; Swanson, Robert <rswanson@wm.com>

Subject: [EXTERNAL] Fw: 25 Sandree Dr W - WM Assessment Question

Hello,

Please see the city's email below.

Nicole Franklin

St. Paul Haulers LLC.

612-298-2990

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

Sent: Friday, March 29, 2019 2:21 PM

To: Franklin, Romack

Cc: Swanson, Christopher (CI-StPaul)

Subject: 25 Sandree Dr W - WM Assessment Question

Note that (Diana.Chao@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,

The property owner at 25 Sandree Dr W has requested a legislative hearing regarding their pending assessment from Q4 2018 in the amount of \$70.34. Mike Hagberg (651-730-0018) claims to have paid the bill. Can you ask WM to provide more information on this address? When did the property owner pay this bill?

Thanks for your assistance!



Diana Chao
Solid Waste Programs Specialist

Saint Paul Public Works
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Saint Paul, MN 55102

P: 651-266-6216

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