

## Chao, Diana (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, March 15, 2019 4:02 PM  
**To:** Chao, Diana (CI-StPaul)  
**Subject:** FW: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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**From:** Bob Stewart [mailto:bob.stewart@highlandsanitation.com]  
**Sent:** Friday, March 15, 2019 2:49 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

Please see email from Republic.

**Bobby Stewart**  
Head of Operations & Customer Relations  
651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

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**From:** Estrella, Frances [mailto:FEstrella@republicservices.com]  
**Sent:** Friday, March 15, 2019 1:59 PM  
**To:** Bob Stewart  
**Subject:** RE: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

Customer has 2/68gal trash carts and that was never paid for Q4. The amount that he owes is correct.

**Frances Estrella**  
Billing Coordinator

4325 66th St E  
Inver Grove Heights, MN 55076  
e festrella@republicservices.com  
o 651-286-4567  
w RepublicServices.com



We'll handle it from here®

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**From:** Bob Stewart <[bob.stewart@highlandsanitation.com](mailto:bob.stewart@highlandsanitation.com)>  
**Sent:** Thursday, March 14, 2019 11:47 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

Note that ([bob.stewart@highlandsanitation.com](mailto:bob.stewart@highlandsanitation.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Please see email form the City.

**Bobby Stewart**

Head of Operations & Customer Relations

651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

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**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Thursday, March 14, 2019 10:34 AM  
**To:** Bob Stewart  
**Subject:** RE: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

I have one more for Francis.

For 541 Dayton Ave, Frances said "Customer never paid for Q4. When was this account put on vacancy. That would probably change"

This is a triplex. He had 1 64-g removed on 6/18/18 and this was sent in an update to RS on 9/26/18. He should have been billed for 1 64-g and 1 96-g during Q4. From Frances' response, it sounds like he didn't pay anything at all for Q4. So is the current assessment amount (\$169.37) correct? If it is based off of 1 64-g and 1 96-g, then the assessment is correct. If it is based off of 2 64-g and 1 96-g, it is incorrect.

Please let me know.

Thank you!

cs

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**From:** Bob Stewart [<mailto:bob.stewart@highlandsanitation.com>]  
**Sent:** Wednesday, March 13, 2019 6:11 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

Please see response from Republic.

**Bobby Stewart**

Head of Operations & Customer Relations

651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

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**From:** Estrella, Frances [<mailto:FEstrella@republicservices.com>]  
**Sent:** Wednesday, March 13, 2019 5:17 PM  
**To:** Bob Stewart; Kraft, Tyler; Picht, Richard  
**Cc:** Franklin, Romack  
**Subject:** RE: \*Reminder\* FW: Republic - Delinquent Dispute Clarification

Completed. Attached. Please let me know if you have any other questions. Thank you

Frances

**Frances Estrella**  
Billing Coordinator

4325 66th St E  
Inver Grove Heights, MN 55076  
e [festrella@republicservices.com](mailto:festrella@republicservices.com)  
o 651-286-4567  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.

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**From:** Bob Stewart <[bob.stewart@highlandsanitation.com](mailto:bob.stewart@highlandsanitation.com)>  
**Sent:** Wednesday, March 13, 2019 2:16 PM  
**To:** Kraft, Tyler <[TKraft2@republicservices.com](mailto:TKraft2@republicservices.com)>; Jirik, Daniel <[DJirik@republicservices.com](mailto:DJirik@republicservices.com)>; Picht, Richard <[RPicht@republicservices.com](mailto:RPicht@republicservices.com)>; Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** \*Reminder\* FW: Republic - Delinquent Dispute Clarification

Note that ([bob.stewart@highlandsanitation.com](mailto:bob.stewart@highlandsanitation.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Attached is the email from the City that needs a response.

**Bobby Stewart**  
Head of Operations & Customer Relations  
651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

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**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Monday, March 11, 2019 9:11 AM

**To:** Bob Stewart  
**Cc:** Franklin, Romack  
**Subject:** Republic - Delinquent Dispute Clarification

Hello Bobby,

The City has finished reviewing the disputes that residents have submitted regarding their Q4 delinquent bills. For most disputes, the City has been able to determine whether the dispute is valid or not. There are some disputes that we have not been able to address because we need more information from the haulers.

Please see the attached for the disputes that the City needs Republic Services to review. Please provide a response in **Column K** (HAULER RESPONSE) to provide any background information you have on the account. Please let us know if a delinquent account should be removed from the assessment roll or if the delinquent amount should be reduced.

Additionally, the City has noted that some addresses were charged late fees from their Q4 bill on their Q1 bill. These addresses are indicated in **Column L** (Additional RS Late Fee). Please take a look at these addresses and remove/credit customer accounts if they had previous late fees carried over into Q1. **Please ensure that your system is not charging late fees erroneous and credit any that are being charged to resident.**

**Please return the attached spreadsheet to the City by 12:00 pm on Wednesday, 3/13.**

Thanks,  
Chris