

## Chao, Diana (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Wednesday, July 31, 2019 10:10 AM  
**To:** Chao, Diana (CI-StPaul)  
**Subject:** FW: 599 Portland Ave - 8/1 LH - Republic Services

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Wednesday, July 31, 2019 10:09 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: 599 Portland Ave - 8/1 LH - Republic Services

**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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Wednesday, July 31, 2019 10:08 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: 599 Portland Ave - 8/1 LH - Republic Services

Chris,

Please see Frances' email below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)

o 651-286-4575 c 612-300-7497

w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

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**From:** Estrella, Frances  
**Sent:** Wednesday, July 31, 2019 9:54 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 599 Portland Ave - 8/1 LH - Republic Services

Please remove the late fee assessment.

The credit was applied already. Thank you

**Frances Estrella**  
Billing Coordinator

4325 66th St E  
Inver Grove Heights, MN 55076  
e [festrella@republicservices.com](mailto:festrella@republicservices.com)  
o 651-286-4588  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.™

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**From:** Franklin, Romack  
**Sent:** Tuesday, July 30, 2019 3:06 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 599 Portland Ave - 8/1 LH - Republic Services  
**Importance:** High

Please see the City's email below and respond accordingly.

Thank you,

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 30, 2019 11:31 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 599 Portland Ave - 8/1 LH - Republic Services  
**Importance:** High

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "[infosec.phishing@republicservices.com](mailto:infosec.phishing@republicservices.com)"

Romack,  
Please see City request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, July 30, 2019 11:20 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** FW: 599 Portland Ave - 8/1 LH - Republic Services  
**Importance:** High

Please have Republic review and get an answer back to the city.

Chris

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**From:** Chao, Diana (CI-StPaul)  
**Sent:** Tuesday, July 30, 2019 11:14 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 599 Portland Ave - 8/1 LH - Republic Services  
**Importance:** High

Hello Greg,

There is a pending assessment of \$29.61 in late fees for this property. Jane McGrath says there was some confusion about her bill because her original invoice was incorrect. She was being billed for yard waste even though she did not have or sign up for the service. When she finally got the bill cleared up, she was able to pay on 2/11. Then she was charged these late fees. She said she spoke to a RS CSR who said that due to the confusion of her bill, they would remove the late fees.

My questions for RS:

- If she paid on 2/11, why was she charged 3 late fees?
- Francis email from June 11<sup>th</sup> stated 'we owe the resident \$23.33' please ensure this credit has been applied.
- Since RS told her they would remove the late fees, can we remove the pending assessment?

Please let me know ASAP. I need to get this file in today for the hearing.

Thanks,



The Most Livable  
City in America

**Diana Chao**

***Solid Waste Programs Specialist***

Saint Paul Public Works

25 West 4th Street

1500 City Hall Annex

Saint Paul, MN 55102

P: 651-266-6216

[diana.chao@ci.stpaul.mn.us](mailto:diana.chao@ci.stpaul.mn.us)

