

Chao, Diana (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, August 1, 2019 4:15 PM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul)
Subject: RE: 1021 Charles Ave - RS Q1 and Q2 Billing Error

Follow Up Flag: Follow up
Flag Status: Flagged

Hi RS,

That is correct. RS should close out the 68gal trash cart because it is vacant. The 32gal should have continued trash cart because that is still an active account. This would be effective 2/8/19.

We will remove the Q1 and Q2 assessment since the customer has paid every quarter for the 32gal trash.

Also, if they have paid every quarter why did RS send over \$188.36 for Q1? That includes the amount that was paid in Q1 2019 for the small cart.

Thanks

Chris

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Thursday, August 1, 2019 3:52 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1021 Charles Ave - RS Q1 and Q2 Billing Error

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

Chris,

Can you please see Frances email below and respond accordingly?

Thank you,

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Thursday, August 1, 2019 3:50 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 1021 Charles Ave - RS Q1 and Q2 Billing Error

Chris,

Can you please see Frances email below and respond accordingly?

Thank you,

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: Thursday, August 01, 2019 11:17 AM
To: Franklin, Romack <RFranklin3@republicservices.com>; Nawodi, Manteza <MNawodi@republicservices.com>
Subject: RE: 1021 Charles Ave - RS Q1 and Q2 Billing Error

Good Afternoon,

Please let me make sure I am understanding this correctly? We want to close out the 68gal trash cart because it is vacant but we want to leave the 32gal trash cart because that is active? All this effective 1/28/19 or 2/8/19? Thank you

If this is the case the customer has paid every quarter for the 32gal trash and we would then yes have to remove the assessment. Thank you

Frances

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: Tuesday, July 30, 2019 3:04 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Nawodi, Manteza <MNawodi@republicservices.com>
Subject: FW: 1021 Charles Ave - RS Q1 and Q2 Billing Error

Frances,

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

Thank you

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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Tuesday, July 30, 2019 11:13 AM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: RE: 1021 Charles Ave - RS Q1 and Q2 Billing Error

Hi Greg,

We have not received a response from RS on this question. Please have them respond back so we can update the property owner

Chris

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, July 22, 2019 9:45 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: 1021 Charles Ave - RS Q1 and Q2 Billing Error

Hello Romack,

This property was reported to the City as having a vacant unit on 1/29. This was sent to RS on the 2/8/19 billing update list. At the time, the billing update stated that service for the 35-g weekly should be removed. This is incorrect—it should actually be the 64-g that should be removed (the property owner wants to keep the 35-g weekly).

Regardless, Republic did not make the update in their billing system. The property now has a pending assessment of \$188.36 for Q1 2019 and \$113.62 for Q2 2019. The property owner states that he has made a payment for a 35-g weekly cart every quarter so far. I need RS to:

- Confirm that PO paid \$70.34 every quarter for the 35-g weekly cart.
- Remove/adjust Q1 2019 and Q2 2019 pending assessment given PO's payments for the 35-g weekly cart.
- Adjust Q3 2019 bill and account to reflect that there is only 1 35-g weekly at the property.

Please respond as soon as you can so I can appropriately update the property owner.

Thanks,