

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, February 24, 2020 12:18 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul)
Subject: RE: Please help! issues with Republic Services Garbage

Follow Up Flag: Follow up
Flag Status: Flagged

Romack,

Resident emailed me below about this continued issue. The vacancy for 628 Portland was reported to RS in the 09/2018 update. It's a vacant lot. The house was demoed in April of 2018. You must remove the Q1 2020 charge and the cart of there is one at the property. Moving forward, please do not bill this resident.

Clare we need to do a TA file to remove the pending \$54.75 for Q3 2019.

Thanks,

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, September 13, 2019 12:12 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Please help! issues with Republic Services Garbage

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

Chris,
Please see below update from Manteza.

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

763-295-2054

From: Nawodi, Manteza <MNawodi@republicservices.com>
Sent: Friday, September 13, 2019 12:03 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Please help! issues with Republic Services Garbage

Hello

This are the payment history of 2 accounts(2 properties)

For 642 Portland Ave we received payment for Q4 18, 1 90gal cart @ \$74.37 include tax \$102.44 paid on 11/05/18
Q1 19, 1 90gal cart @ \$74.37 Include tax \$102.44 paid on 01/15/19
Q2 19,1 90gal cart @ \$74.37 Include tax \$102.44 paid on 04/06/19
Q3 19, 1 90gal cart @ \$74.37 Include tax \$102.44 paid on 07/25/19

For 628 Portland Ave we never received any payment for Q4 18, 1 68gal cart @ \$69.75 include tax \$96.08 No paid

Q1 19, 1 68gal cart @ \$69.75 include tax \$96.08 No paid

31/19 \$59.49 include tax -\$81.95

Mar 31/19 \$69.75 include tax \$96.08

Jun 30/19 \$69.75 include tax \$96.08

30/19 \$110.21

30/19 @ \$74.03 before tax

Portland has 1 68gal cart
Thank you

Manteza Nawodi
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569
w RepublicServices.com



We'll handle it from here.®

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, September 12, 2019 9:45 AM

To: Nawodi, Manteza <MNawodi@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Please help! issues with Republic Services Garbage

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

Manteza,
Please see City 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: Thursday, September 12, 2019 9:43 AM
To: grevering.sph@gmail.com
Subject: RE: Please help! issues with Republic Services Garbage

Hi Manteza,

Can you provide me the payment history of these accounts? If he has not paid the assessment should stand, but \$178.59 is a weird amount, and it sounds like there has been some issues with this account.

628 Portland Ave- 68 Gal cart

642 Portland Ave- 90 Gal cart

Thank you,

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, September 11, 2019 4:29 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Please help! issues with Republic Services Garbage

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

Chris,

Please see Manteza's response below.

Greg Revering
Chief Manager

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, September 11, 2019 4:24 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: Please help! issues with Republic Services Garbage

Chris,

Please see Manteza's response 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: Nawodi, Manteza
Sent: Wednesday, September 11, 2019 12:07 PM
To: Franklin, Romack <RFranklin3@republicservices.com>; Picht, Richard <RPicht@republicservices.com>
Subject: RE: Please help! issues with Republic Services Garbage

Hello

New information I find out , NICHOLAS T STEVENS is getting billed on two separate accts because owns two properties
628 Portland Ave 68Gal cart and 642 Portland Ave 90Gal cart both single family home, No Credit he owes \$178.59

Thank you

Manteza Nawodi
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569
w RepublicServices.com



We'll handle it from here.

From: Nawodi, Manteza
Sent: Wednesday, September 11, 2019 11:45 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Cc: Picht, Richard <RPicht@republicservices.com>
Subject: RE: Please help! issues with Republic Services Garbage

Hello

There were 2 Accts opened for this 642 Portland Ave I don't know why but when acct (8613873) was closed on 01/01/19 there is a site of 68gal cart is not closed. I'll close it and credit the outstanding balance of \$178.59 to bring it to zero balance, we need to remove any assessment on this acct 8613873(if there is assessment)

Thank you

Manteza Nawodi
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569
w RepublicServices.com



We'll handle it from here.

From: Franklin, Romack
Sent: Tuesday, August 13, 2019 9:59 AM
To: Nawodi, Manteza <MNawodi@republicservices.com>
Cc: Picht, Richard <RPicht@republicservices.com>
Subject: FW: Please help! issues with Republic Services Garbage
Importance: High

Manteza,

Please look into the following account and correct the billing. The resident is getting billed on three separate accounts for one address and only has one 90 gallon cart.

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: Greg Revering <grevering.sph@gmail.com>
Sent: Tuesday, August 13, 2019 9:47 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: Fwd: Please help! issues with Republic Services Garbage

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

Romack,
Please see escalated request.

Thank you

Sent from my iPhone

Begin forwarded message:

From: "Swanson, Christopher (CI-StPaul)" <Christopher.Swanson@ci.stpaul.mn.us>
Date: August 13, 2019 at 9:45:36 AM CDT
To: "grevering.sph@gmail.com" <grevering.sph@gmail.com>
Subject: FW: Please help! issues with Republic Services Garbage

Greg please send this to Romack and get a response.

Why is this not fixed? The number of resident that are calling me with the same stories is frustrating and unacceptable. Residents should not be still fighting to get old account closed or removed 9 months into the program. Republic is falling to address their billing issues and their customer service seems unable to respond or fix the problems.

Chris

From: Koziol, Kristin (CI-StPaul)
Sent: Tuesday, August 13, 2019 8:44 AM
To: Nick Stevens <ntstevens@gmail.com>
Cc: #CI-StPaul_Ward1 <Ward1@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: Please help! issues with Republic Services Garbage

Hi Nick,

Thanks for reaching out to Councilmember Thao and I'm sorry that you've been dealing with this! I've looped in Chris Swanson from Public Works so he can look into this for you and see what the deal is. Let me know if you need anything else in the meantime.

Thank you!
Kristin



Kristin Koziol
Executive Assistant to
Councilmember Dai Thao - Ward 1
Pronouns: she/her/hers
15 W Kellogg Blvd - Ste 310A
Saint Paul, MN 55102
P: 651-266-8610
kristin.koziol@ci.stpaul.mn.us

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City in America



Making Saint Paul the Most Livable City in America

From: Nick Stevens <ntstevens@gmail.com>
Sent: Monday, August 12, 2019 10:02 PM
To: #CI-StPaul_Ward1 <Ward1@ci.stpaul.mn.us>
Subject: Please help! issues with Republic Services Garbage

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

Hello Mr. Thao,

My name is Nick Stevens, I live in your ward at 642 Portland Avenue 55104. I have been dealing with a billing problem with Republic Services garbage ever since the city switched to a single provider. I am getting billed on THREE separate accounts for one address and I only have one 90 gallon bin. I have called, emailed and written Republic repeatedly to resolve the issue. Each time, they agree that they have made a mistake and promise me that the issue is resolved. Like clockwork, every quarter, I receive two late notices for the phantom accounts (I pay my real account with autopay on time each quarter). They have sent two of the late payments to the County auditor and added them to my property taxes already. I currently have two additional notices of non-payment totaling nearly

\$300. Often times, I am forced to wait on hold for up to an hour to talk to a Republic service representative. On several occasions, I have been disconnected after waiting for 30+ minutes.

I have also repeatedly attempted to call the city in hopes of resolution and all I get is voicemails with promises of returned phone calls that never happen. What else can I do? I am sick to my stomach every time I get another improper bill from this horrible company.

My real account number is 3-0923-8609599. The two phantom account numbers are 3-0923-0073197 and 3-09238613873.

Can you please direct me to ANYBODY who can help me resolve this issue?

Thanks,
Nick Stevens
651-338-7697