

## Vang, Mai (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Tuesday, November 5, 2019 1:21 PM  
**To:** Vang, Mai (CI-StPaul); Moermond, Marcia (CI-StPaul); Black, Alisha (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Moe info on the 410 Virginia Street Property.

Chris

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Tuesday, November 5, 2019 1:10 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

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

Chris,  
Please see Romack's update 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:** Tuesday, November 5, 2019 1:07 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Chris,

You are correct, the CSR did NOT close the account or remove the cart. Republic Services, has been sending a truck to the property to service it each week. Please let us know if you would like for us to remove the carts but until then we will continue to bill.

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)



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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, November 05, 2019 10:21 AM

**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

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Romack,  
Please see request below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Sent:** Tuesday, November 5, 2019 9:15 AM

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

**Subject:** RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Hi Greg,

Can you send this to RS again? We need a response today as we have layover LH'ings at 2 PM and this is one of the laid over items.

cs

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**From:** Swanson, Christopher (CI-StPaul)

**Sent:** Monday, November 4, 2019 1:04 PM

**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

On more final thing. For **346 Fuller St/410 Virginia Street**, I want to be sure that this is all broken down correctly.

The resident called in on 01/25/19 stated that he has another company for service as a COMMERCIAL and that he had 5 units at the property. That call is reflected in the resident contact note included below in this email.

```

_11/01/19    Company    923    SERVICE RECORDING    ALL    BIDD5031    BIGDS0
Customer    69545 00001 TETRA CONSTANTINO    651 210-0599    Origin
              410 VIRGINIA ST
              SAINT PAUL, MN 55103-3309
  Serv#  CLO Code:  Description    CR-Date  Time  PTY  Subject
  57608  Y  CSC0  CS - COLLECTION    1 25 19  17:01  N  Billing-Invoice/Payment
Original Service Code  ADRS    Recorded: CALICSH
Service Text    Tetra Constantino 651.210.0599 owns a 5plex apartments has
                  nother company for services as a COMM cannot close acct cus
                  omer disputes all charges

```

As stated in the note, the CSR did NOT close the account. RS does not have a record of cancelling the cart and you maintain that RS has been providing garbage collection services to this property.

I just want to be sure that this is all correct.

Thanks

Chris

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, November 1, 2019 4:07 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Thanks Manteza!

cs

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Friday, November 1, 2019 4:06 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

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

Chris,  
Please see update from Manteza.

*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:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>  
**Sent:** Friday, November 1, 2019 3:00 PM

To: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

Subject: RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Hello Greg

That is correct for Q3 19

Q2 19 assessment total is \$151.45

Thank you

**Manteza Nawodi**

Billing Coordinator

4325 66th St E

Inver Grove Heights, MN 55076

e [mnawodi@republicservices.com](mailto:mnawodi@republicservices.com)

o 651-286-4569

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, November 1, 2019 2:05 PM

**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>; Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>

**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

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Romack,

Please see update below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Sent:** Friday, November 1, 2019 1:51 PM

To: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

Subject: RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Let's break down the Q3 bill.

1 90-Gal cart- \$102.44

7 Extra Bags @ \$3 each include tax is \$28.93

\$6.57 late fee was accrued on 08/02/19

\$6.57 late fee was accrued on 09/04/19

Total is \$144.51

Payment was made on 09/18/19. The \$144.51 on was applied to Q3 bill. Bill was paid up.

The Q3 bill was paid with the payment of \$144.51.

Thanks Manteza!

Chris

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From: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]

Sent: Friday, November 1, 2019 12:25 PM

To: Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

Subject: FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

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

763-295-2054

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From: Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

Sent: Friday, November 1, 2019 12:23 PM

To: Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

Subject: FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Chris,

Please see Manteza's response below.

Romack Franklin

Municipal Services Manager

Greater St. Paul Area

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



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**From:** Nawodi, Manteza  
**Sent:** Friday, November 01, 2019 9:17 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Hello Romack

For **346 Fuller St/410 Virginia Street:** the resident called in on 01/25/19 stated that he has another company for service as a COMMERCIAL and we do not have on record for this property for cancelling the cart and RS providing services

**46 Elizabeth St E:**

- **Please provide original bill from Q2 2019.**  
A: we billed \$102.44 for period of Apr 01/19 to Jun 30/19 + 4 Extra bags @ \$4.13 X 4= \$16.53 was picked up 01/11/19 + 4 extra Bags @ \$4.13 x 4= \$16.53 was picked on 01/18/19 + 4 Extra bags @ \$4.13 x 4= \$16.53 was picked up on 01/25/19 + 2 Extra bags @ \$4.13 x 2= \$8.27 was picked up on 02/01/19 + 2 Extra bags @ 4.13 x2= \$8.27 was pick up 03/15/19 + 4 Extra Bags @ \$4.13 x 4= \$16.53 was picked up on 03/20/19 + 3 Bags @ \$4.13 x3= \$12.40 was picked up on 04/05/19 = \$197.50 that is Q2 Bill
- At the beginning of the program, RS driver told him that extra bags would be charged under citywide garbage now but "if you take care of us, don't worry about the lid being open." Please follow up with the driver at this property and make sure they are not bribing people to waive the extra bag fees.  
A: I know the driver are aware the residents of City of Saint Paul are charged for extra
- When the PO spoke with a RS CSR in September, the CSR assured him that the amount he paid to them at that time would cover the Q2 2019 assessment amount. Please make sure your CSRs understand the billing process and are providing correct information to residents. After payments are turned over to the City, Republic cannot accept payments for that quarter anymore.  
A: we will make sure
- Please make sure the payment that he made in September was correctly applied to his Q3 bill. If the amount paid exceeded the Q3 bill, please make sure there is a credit applied to the Q4 bill.  
A: Q3 bill we billed \$102.44 + 1 Extra Bag @ \$4.13 was pick 04/09/19 + 1 extra bag \$4.13 was picked up on 04/13/19 + 3 extra bags @ \$4.13 x3 =\$12.40 was picked up on 05/17/19 + 2 Extra Bags @ \$4.13 x2= \$8.27 was picked up on 06/07/19 =\$131.37 that is total of Q3, the resident make a payment of \$70.00 also there is late fee Accrued on 08/02/19 for \$6.57 and \$6.57 late fee was accrued on 09/04/19
- Resident said he made a payment to Republic of \$144 on September 18<sup>th</sup>. It does not look like any payment is reflected in the response for Q3 besides the \$70 payment listed above. Can you tell me if you see a record of this payment?

A: RS received a payment of \$144.51 on 09/18/19 was applied to Q3 19 bill the charges are: \$102.44 for 1 90-Gal cart + 7 Extra Bags @ \$3 each include tax is \$28.93 + \$6.57 late fee was accrued on 08/02/19 + \$6.57 late fee was accrued on 09/04/19.

Thank you

**Manteza Nawodi**

Billing Coordinator

4325 66th St E

Inver Grove Heights, MN 55076

e [mnawodi@republicservices.com](mailto:mnawodi@republicservices.com)

o 651-286-4569

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** Franklin, Romack

**Sent:** Friday, November 1, 2019 8:02 AM

**To:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>

**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

**Importance:** High

Manteza,

Please review and respond to the city's email below ASAP.

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:** Thursday, October 31, 2019 6:12 PM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

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Romack,  
Please see request below along with attachment.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Thursday, October 31, 2019 4:55 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** 10/31 Q2 Legislative hearing assessments follow up- Republic (Immediate Response needed)

Hi Romack,

We need responses on these items immediately as the last day for us to amend the assessment roll before this goes to council is next Tuesday and we need to have a staff report ready by that time.

**346 Fuller St/410 Virginia Street:** 4 Plex-Resident initially reached out to Republic in January 2019 regarding cancelling service. He stated that Republic allowed him to cancel his service (see attached document- cancel ticket is 71190248). The residents stated that he hasn't been receiving garbage hauling services from them since then as there was an ADS dumpster next to the bins that was being serviced. What do you have on record for this property for cancelling the cart and RS providing services?

Additionally, Republic per its contract with the City of Saint Paul, is required to provide garbage hauling services to this property and needs to resume service for these 4 carts at the location.

This one Republic has already responded to once. In his hearing today there was an additional question raised. See the new question in red. Manteza's previous responses are in yellow.

**46 Elizabeth St E:**

- Please provide original bill from Q2 2019.



A: we billed \$102.44 for period of Apr 01/19 to Jun 30/19 + 4 Extra bags @ \$4.13 X 4= \$16.53 was picked up 01/11/19 + 4 extra Bags @ \$4.13 x 4= \$16.53 was picked on 01/18/19 + 4 Extra bags @ \$4.13 x 4= \$16.53 was picked up on 01/25/19 + 2 Extra bags @ \$4.13 x 2= \$8.27 was picked up on 02/01/19 + 2 Extra bags @ 4.13 x2= \$8.27 was pick up 03/15/19 + 4 Extra Bags @ \$4.13 x 4= \$16.53 was picked up on 03/20/19 + 3 Bags @ \$4.13 x3= \$12.40 was picked up on 04/05/19 = \$197.50 that is Q2 Bill

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- Please make sure the payment that he made in September was correctly applied to his Q3 bill. If the amount paid exceeded the Q3 bill, please make sure there is a credit applied to the Q4 bill.

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- Resident said he made a payment to Republic of \$144 on September 18<sup>th</sup>. It does not look like any payment is reflected in the response for Q3 besides the \$70 payment listed above. Can you tell me if you see a record of this payment?

Thanks,

Chris