

## Vang, Mai (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Tuesday, December 10, 2019 2:52 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

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

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Thursday, December 5, 2019 12:04 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

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

Chris,  
Please see information 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:** Thursday, December 5, 2019 12:00 PM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

Chris,

Please see Frances email below. Going forward we will not be able to provide this level of detail, as it takes a lot of time on our part, that we do not have. If you have specific questions that you feel like we have not fully answered I would propose a phone call.

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)



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**From:** Estrella, Frances  
**Sent:** Thursday, December 05, 2019 11:40 AM  
**To:** Franklin, Romack <[Rfranklin3@republicservices.com](mailto:Rfranklin3@republicservices.com)>  
**Subject:** RE: Invoices for 2054 4TH STREET EAST

9/25/18:

Customer called and closed account 10/1/19 (customer claims didn't move in till Feb.) FIRST PHONE CALL EVER 6/4/19

```
8610788 00002 ANDREW REESE 320 815-2505 Origin C
                2054 4TH ST E
                SAINT PAUL, MN 55119-4008
CLO Code: Description CR-Date Time PTY Subject
Y CSC0 CS - COLLECTION 6 4 19 18:00 N Billing-Invoice/Payment Q
L Service Code ADRS Recorded: CLEARWE
Text Andrew Reece: 320 815 2505 Moved into residence 2/1/19 but c
      urrent invoice is reflecting billing from 10/18 to 6/30/19.
```

Next Phone call was 6/24/19: Now customer said didn't move in till November

```
8610788 00002 ANDREW REESE 320 815-2505 Origin C
                2054 4TH ST E
                SAINT PAUL, MN 55119-4008
CLO Code: Description CR-Date Time PTY Subject
Y ADCR AD - CREDIT ADJ 6 24 19 18:35 N Issue a Credit-Invoiced C
Service Code ADCR Recorded: LUNAGL
Text WAS NOT OWNED BY ANDREW DURING MONTH OF OCTOBER
```

On 6/24/19 agent gave the customer a \$35.05 credit for not owning the house in October.

```
8610788 00002 ANDREW REESE 320 815-2505 Orig
                2054 4TH ST E
                SAINT PAUL, MN 55119-4008
CLO Code: Description CR-Date Time PTY Subject
Y ARCR AR - CREDIT ADJ 6 24 19 18:35 N
Service Code ARCR Recorded: Lunagl
Text WAS NOT OWNED BY ANDREW DURING MONTH OF OCTOBER
      AR Adj: REG 35.05- on Obl: 3930903 for 04/05/19
      Obl. Amt. 307.33 Tax Info: 0 .00
      Credit Reason Code: GWC
```

On 6/24/19 agent credited off the late fee

```
8610788 00002 ANDREW REESE 320 815-2505 Ori
                2054 4TH ST E
                SAINT PAUL, MN 55119-4008
CLO Code: Description CR-Date Time PTY Subject
Y ARCR AR - CREDIT ADJ 6 24 19 18:51 N
Service Code ARCR Recorded: Lunagl
Text Late Fee
      AR Adj: LFC 16.14- on Obl: 3972068 for 05/31/19
      Obl. Amt. 16.14 Tax Info: 0 .00
      Credit Reason Code: GWC
```

As of 6/24/19 Customer has a credit of \$51.19

Math:

\$307.33 (original bill)

-51.19

\$256.14

On 7/2/19 | Frances credited off another late fee

```
8610788 00002 ANDREW REESE 320 815-2505 Orig
      2054 4TH ST E
      SAINT PAUL, MN 55119-4008
LO Code: Description CR-Date Time PTY Subject
Y ADCR AD - CREDIT ADJ 7 2 19 10:15 N RESI ADJ
Service Code ADCR Recorded: COLONFR
Text ob#3954688
      15.37 late fee
```

On 7/2/19 | Frances credited off the difference of \$6.53

```
8610788 00002 ANDREW REESE 320 815-2505 Orig
      2054 4TH ST E
      SAINT PAUL, MN 55119-4008
LO Code: Description CR-Date Time PTY Subject
Y ADCR AD - CREDIT ADJ 7 2 19 10:17 N RESI ADJ
Service Code ADCR Recorded: COLONFR
Text ob#3954688
      6.53 credit difference
```

On 7/2/19 | Frances credited off the 1 month for starting in Nov not October:

```
8610788 00002 ANDREW REESE 320 815-2505 Orig
      2054 4TH ST E
      SAINT PAUL, MN 55119-4008
LO Code: Description CR-Date Time PTY Subject
Y ADCR AD - CREDIT ADJ 7 2 19 10:24 N RESI ADJ
Service Code ADCR Recorded: COLONFR
Text ob#3930903
      24.79 tax 04
      credit 1 month didn't start till 11/1/19
```

Math:

\$307.33 (original bill)

-51.19

\$256.14

-58.50

\$197.64

-231.60 – PAYMENT (7/2/19)

33.96 – Credit

-231.60 – CREDIT as we certified it before the payment posted to the account

265.56 – this is a credit on the account AS of 7/2/19

On 7/5/19 Invoice went out for \$96.54

-265.56 – Credit as of 7/2/19

-96.54 – July – September invoice amount (payment on 9/25/19)

-169.02 – Credit Still on the account

-96.08 – Oct – December invoice amount

\$72.94 – Is what the customer SHOULD have but customer still has a credit balance of \$191.57

What Customer SHOULD have been invoice from 10/1/18 – 12/31/19 is a Total of \$480.40

Customer has Paid  
\$328.14

Credit on the account as of 12/5/19:  
\$191.57

Republic Services owes the customer an additional \$40.36 credit. I have posted to the account as of 12/5/19

**Total credit on the account is \$231.93**

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> 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)



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**From:** Franklin, Romack  
**Sent:** Tuesday, December 3, 2019 2:29 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

Please review and respond accordingly.

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, December 03, 2019 2:23 PM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

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, December 3, 2019 12:06 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:** RE: Invoices for 2054 4TH STREET EAST

Hello Romack,

One of our staff was review this response for upcoming hearing and noticed an issue. The issue is that the total credited amount still doesn't add up. As I stated, the payment made to the account of \$231.60 on 07/04/2019, plus the pending adjustments did add up to **\$307.33**. This is the credit balance that the account should have started with in July (Quarter 3, 2019).

This credited amount was then applied to the Quarter 3 invoice amount of \$96.00, which should have put the credit balance at **\$210.79**.

For the Quarter 4 bill in October, the total credited amount should have gone down to \$114.71 due to the invoice for \$96.08. However, the Resident's payment of \$96.54, would have put the total credited amount at **\$211.25**. This is not reflected in the Quarter 4 invoice as the total credited amount is only **\$191.57**.

**Please review this again and provide an updated explanation to both the resident and the City of St. Paul regarding how the current credit balance was calculated. This should include each payment, adjustment, and charge for the Quarter 3 and 4 2019 bills.**

Thanks,

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Wednesday, November 20, 2019 2:13 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

**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

---

**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Wednesday, November 20, 2019 2:11 PM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Fwd: Invoices for 2054 4TH STREET EAST

Chris,

Please see Frances email below.

Sent from my iPhone

Begin forwarded message:

**From:** "Estrella, Frances" <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Date:** November 20, 2019 at 12:01:54 PM CST  
**To:** "Franklin, Romack" <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: Invoices for 2054 4TH STREET EAST

Billing:

- 4/5/19 bill went out for Oct – June service. \$307.33
- On 7/2/19 customer spoke to me personally and I credited off Late fees, difference in size cart, and 1 month courtesy. At that time I took a payment for \$231.60 payment was in pending till 7/4/19.
- On 9/25/19 customer made a payment of \$96.54
- Billed on 10/5/19 for \$96.08
- The credit on the account took some of that to pay the invoice leaving a final credit on the account in the amount of \$191.57

Please let me know if this helps or explains. Thank you

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> 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:** Wednesday, November 20, 2019 8:03 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** Fwd: Invoices for 2054 4TH STREET EAST

Frances,

Please review and respond to the following email accordingly.

Sent from my iPhone

Begin forwarded message:

**From:** <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Date:** November 19, 2019 at 4:44:31 PM CST  
**To:** <[rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)>  
**Subject:** FW: Invoices for 2054 4TH STREET EAST

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Romack,  
Please see information below and attachments.

*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 19, 2019 4:18 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:** Invoices for 2054 4TH STREET EAST

Hello Greg.

Please forward the following information to Republic Services regarding the property at 2054 4<sup>th</sup> St East:

Resident Andrew Reece purchased the property in October 2018. Resident stated that they called Republic to set up the account in their name and to switch out the large cart for a medium cart. However, they never received an invoice in their name until April 2019. **This new invoice included charges for Quarter 4 2018 and Quarter 1 2019, as well as charges that were current for Quarter 2 2019 for a large cart.** Despite having requested a medium cart, Resident was erroneously charged for a large cart for the previous quarters. This updated bill for Q4 2018 through Q2 2019 came to a total of \$307.33. The resident claims that they called Republic multiple times to correct this error, but it was never corrected. Eventually, the balance of \$307.33 got sent to the City of St. Paul for assessments.

Resident stated that in response to the invoice received in April 2019, they submitted a payment of \$231.60, which is what they felt is what they should have owed for the payment of three quarters of service for a medium sized cart. This payment was submitted and received by Republic Services on July 2, 2019. That was too late to be applied to the Q2 bill but should have been applied to Q3 ( there would be a significant credit left over). This is reflected in the Quarter 3 2019 invoice.

It looks like there was payment made on the Q3 invoice for the amount of \$96.54.

The issue that the City of St. Paul has is the following:

1. that there are some confusing items on the invoices for Quarters 3 and 4 of 2019 and
2. it appears as through the total credit that remains on the Resident's account is incorrect.

**Please review attached invoices received by resident for Quarters 3, and 4 2019 and an explanation of the payments/adjustments listed on each invoice to both the City of Saint Paul and the Resident.** These pending assessments, along with the \$231.60 paid should add up to a total crediting of \$307.33 to the Resident's account.

Please break down the charges on this account and why the credit is only \$191.57

**Please review this and provide an explanation to both the resident and the City of St. Paul regarding how the current credit balance was calculated. If there was an error with the calculation, please provide the updated amount.**