

Chao, Diana (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, April 9, 2019 9:15 AM
To: Chao, Diana (CI-StPaul)
Subject: FW: 187 Robie St W - RS Assessment Question

Follow Up Flag: Follow up
Flag Status: Flagged

From: Franklin, Romack [mailto:RFranklin3@republicservices.com]
Sent: Tuesday, April 9, 2019 8:53 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Fwd: 187 Robie St W - RS Assessment Question

Chris,

Please see below.

Sent from my iPhone

Begin forwarded message:

From: "Estrella, Frances" <FEstrella@republicservices.com>
Date: April 9, 2019 at 7:56:05 AM CDT
To: "Franklin, Romack" <RFranklin3@republicservices.com>
Subject: RE: 187 Robie St W - RS Assessment Question

Customer is correct. Looks like the payment was transferred from one account to the next on 1/24/19. After it was certified and so now the customer has a credit on the account. The statement that we have a credit card being held by us is that the customer has Auto pay set up on the account.

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e festrella@republicservices.com
o 651-286-4567
w RepublicServices.com



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From: Franklin, Romack
Sent: Monday, April 8, 2019 3:43 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 187 Robie St W - RS Assessment Question

Can you please let me know what is going on with this account? 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



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From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Monday, April 08, 2019 2:35 PM
To: Franklin, Romack
Subject: FW: 187 Robie St W - RS Assessment Question

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Hi Romack,

Any word on this one? We are coming up to the hearing date and need an answer. Thanks

cs

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, April 1, 2019 5:23 PM
To: 'Franklin, Romack' <RFranklin3@republicservices.com>
Subject: FW: 187 Robie St W - RS Assessment Question

Can you have Francis check into this? Thanks

cs

From: Chao, Diana (CI-StPaul)
Sent: Monday, April 1, 2019 2:59 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 187 Robie St W - RS Assessment Question

Hello Romack,

This address was on the list of clarifications sent to RS on 3.11.19. The original dispute is as follows:
“We originally paid this amount to Republic Services on 10-18-2018 by credit card. They have stated that they received the payment and are unaware as to why the City of St. Paul would be sending us a bill for this service.”

The City asked Republic:

“This is a duplex- RS may have set up a second account for the cart. Follow up with RS”

Republic responded:

“Customer paid for 1 of the 2 trash carts for Q4. Customer owes this amount”

The City then sent a letter to the property owner to inform them that they made a payment for the 96-g, but they did not pay for the 64-g, so they had a delinquent amount of \$96.08. The property owner has now requested for a legislative hearing with the following reason: “This was already paid as a credit is being held by the hauler.”

Do you have any additional clarification on this address? What does he mean when he says there is a credit being held by the hauler? Any information would be appreciated for the legislative hearing.

Thanks,



The Most Livable
City in America

Diana Chao

Solid Waste Programs Specialist

Saint Paul Public Works

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1500 City Hall Annex

Saint Paul, MN 55102

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