

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: [Chao, Diana \(CI-StPaul\)](#)
Subject: FW: 660 Thomas Ave - RS Assessment Question
Date: Friday, March 22, 2019 7:44:00 AM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

From: Franklin, Romack [mailto:RFranklin3@republicservices.com]
Sent: Thursday, March 21, 2019 6:18 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Nicole Franklin <nicole.r.franklin@outlook.com>
Subject: FW: 660 Thomas Ave - RS Assessment Question

Chris,

Please see Republic Services 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



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From: Estrella, Frances
Sent: Thursday, March 21, 2019 2:57 PM
To: Franklin, Romack
Subject: RE: 660 Thomas Ave - RS Assessment Question

The 11/20/18 invoice was not credited off. Looks like he must have looked at the account after it got certified and that is why it comes up as a zero balance. He didn't pay the service for Q4 for the 68gal trash cart and that is what was certified to the city. Thank you

Frances

Frances Estrella

Billing Coordinator

4325 66th St E

Inver Grove Heights, MN 55076

e festrella@republicservices.com

o 651-286-4567

w RepublicServices.com



We'll handle it from here.*



From: Franklin, Romack

Sent: Thursday, March 21, 2019 10:55 AM

To: Estrella, Frances <FEstrella@republicservices.com>

Subject: FW: 660 Thomas Ave - RS Assessment Question

Importance: High

Can you please look into this and get back to me?

Romack Franklin

Municipal Services Manager

Greater St. Paul Area

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From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Thursday, March 21, 2019 10:42 AM
To: Franklin, Romack
Subject: FW: 660 Thomas Ave - RS Assessment Question
Importance: High

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"

Can you have Francis look into this? Thanks

Chris

From: Chao, Diana (CI-StPaul)
Sent: Thursday, March 21, 2019 9:39 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 660 Thomas Ave - RS Assessment Question
Importance: High

Hi Chris,

This dispute just came in from 660 Thomas Ave. The resident says:

"According to the records on the Republic Services website, initial payment was made in Oct 2018. \$96.08 was billed in Nov 2018 and \$96.08 was credited from Republic Services to our account on 11/20/2018. After this date, no additional invoice for the same service period Oct 1-Dec31,2018 was issued to us and the balance for 2018 was \$0. Multiple Republic Services representatives confirmed this info and one of the representatives, Whitney is currently working on clearing this issue."

See the attached record of their account activity. They did pay RS \$96.08 on 11/20. They also paid \$70.34 for their small weekly cart on 10/15.

It seems like this assessment should be removed. Can Romack have Whitney follow up on this?

Thanks!

Diana Chao
Solid Waste Programs Specialist



The Most Livable
City in America

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