

**From:** [Franklin, Romack](#)  
**To:** [Swanson, Christopher \(CI-StPaul\)](#); [grevering.sph@gmail.com](#)  
**Subject:** RE: Republic Services - St Paul Customer Service/Operations Complaints  
**Date:** Wednesday, April 3, 2019 4:10:21 PM

Chris,

Frances called and left a vm for the following resident. The resident never paid Q4 bill and as far as the Q1 bill she made changes to her account and short paid the bill. There are credits in the system but those don't get applied till the next bill she was just recertified to the city for her short pay. Resident paid \$96.08 because she only wants to pay for (1) cart but has a duplex. Q1 certified \$81.61. (3) late fees and (2) carts.

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."



---

**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Tuesday, April 02, 2019 12:09 PM  
**To:** Franklin, Romack; [grevering.sph@gmail.com](#)  
**Subject:** RE: Republic Services - St Paul Customer Service/Operations Complaints

Note that ([Christopher.Swanson@ci.stpaul.mn.us](mailto: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](mailto:infosec.phishing@republicservices.com)"

Hi Romack,

I am pulling together info for the legislative hearings new week. I was looking on communications about 882 Hague. This was included in the list below that we sent when you were gone. Was there any communication with the owner at 882 Hague? Thanks

Chris

---

**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Monday, March 18, 2019 8:49 AM  
**To:** Chao, Diana (CI-StPaul) <[Diana.Chao@ci.stpaul.mn.us](mailto:Diana.Chao@ci.stpaul.mn.us)>  
**Subject:** FW: Republic Services - St Paul Customer Service/Operations Complaints

---

**From:** Bob Stewart [<mailto:bob.stewart@highlandsanitation.com>]  
**Sent:** Friday, March 15, 2019 4:43 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: Republic Services - St Paul Customer Service/Operations Complaints

I have forwarded this to Republic.

**Bobby Stewart**  
Head of Operations & Customer Relations  
651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

---

**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Friday, March 15, 2019 4:22 PM  
**To:** Bob Stewart  
**Cc:** Franklin, Romack  
**Subject:** Republic Services - St Paul Customer Service/Operations Complaints

Hello Bobby,

I wanted to make you aware of billing and/or customer service complaints that the City has received from customers in Republic Services' areas. Could you please ensure these issues are resolved with these Republic customers? (Provided below).

Date of Complaint	Address	Caller Name	Caller Phone	Issue
				The caller reported that their collection was missed on 03/14. The caller reported that they called RS and spoke to a CSR on 03/14 at approx. 5 pm to report the missed collection and the CSR informed the caller that there would be no way for them to get a collection

3/13/2019	2165 Ross Ave	Linda Schaumburg	651-738-3156	vehicle out to them until possibly Saturday. Per the contract, haulers are required to provide a special collection no later than 4pm the following business day a missed collection is reported to them. Please call the resident back to discuss scheduling a special collection.
12/1/2018	1004 Lafond Ave	Yi Fei Wang	612-356-0759	The caller reported that they had two carts at their property as it is a duplex but one of the two carts was removed on 12/18. The caller reported that the cart which was removed was never replaced. The caller reported that they have attempted to call RS and speak to a CSR about their Q1 bill but is not receiving any assistance. This resident speaks Mandarin and needs an interpreter. Please email Chris to know when an RS CSR is able to conference call the resident with a City employee so the City can use the state language line to interpret for the resident.
3/14/2019	882 Hague	Shirley A Alexander	651-292-0123	Shirley called RS about her bill. She stated that she paid part of the bill (\$96.08) and that RS said that they were going to have the rest removed from the assessment amount. The city has not received any notices from RS to remove any charges with this account. Please follow up with Shirley and let the City know if there needs to be an adjustment to the assessment amount.
3/15/2019	719 Wilson Ave	Jason, KBD Investments LLC	651-283-8114	Caller states that they have asked several times (at least 6x) and was told that walk up service will be added to the property, however, it has not been. Caller states they provided credit card authorization for the walk up service. He states that this info is relayed by his property mgr., he isn't sure if they are currently being billed for walk up service but he is having to haul garbage himself since onset of city wide garbage program. Please call him back to confirm that walk-up service is set up for the property.

Thank you as always for your attention to these issues. Please confirm receipt of this email.

Please let me know if you have any further questions.

Thank you,  
Chris