

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: [Chao, Diana \(CI-StPaul\)](#)
Subject: FW: 971 Beech St
Date: Friday, February 15, 2019 10:07:00 AM

From: Franklin, Romack [mailto:RFranklin3@republicservices.com]
Sent: Wednesday, February 13, 2019 12:02 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 971 Beech St

Chris,

Please see Aspen's email below and ensure your CSR are not giving RDUs the impression that haulers should "forgive" their past balances. As was agreed to in our contract with the city, any and all past due balances qualify for certification. Any other message paints the haulers as the bad guys.

Thanks,

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



We'll handle it from here.™

From: Sanders, Stacey <ssanders@aspenwaste.com>
Sent: Wednesday, February 13, 2019 11:20 AM
To: 'Nicole Franklin'

Subject: FW: 971 Beech St

Nicole,

This resident just called back to speak with me in regards to the previous billing that was sent for certification. In our conversation she shared with me that the city said it is up to the hauler to forgive the previous bill cycle and remove her from certification list. I understand that Chris said this is a hauler decision but this puts us in a very bad position, we are the bad guys again if we don't. My personal feelings are that the city should stand behind the process and not put the hauler in a position to have to say no. Or have some means of back dating a vacancy not just applying the rule that "If the resident did not contact the city to set up their unit as vacant charges stand". This customer for example had a water main break, there has been NO water to their home since sometime in September. I am sure they can verify that?? If it's up to us we have to consider the customer's "story" and make a discretionary call based on our opinion which may be different from person to person, which then of course the resident can escalate to the city if it is not in their favor.

I apologize for the vent

Stacey Sanders
Aspen Waste Systems
Office Operations Manager
ssanders@aspenswaste.com
612-884-8017

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www.aspenswaste.com

From: Sanders, Stacey
Sent: Friday, February 8, 2019 9:59 AM
To: Simmons, Sandrica <ssimmons@aspenswaste.com>; Bauman, Cydnee <cbauman@aspenswaste.com>
Subject: FW: 971 Beech St

See below regarding vacancies, thought it was good to share

Stacey Sanders
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ssanders@aspenswaste.com
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From: Nicole Franklin <nicole.r.franklin@outlook.com>

Sent: Friday, February 8, 2019 9:57 AM
To: Sanders, Stacey <ssanders@aspenwaste.com>
Subject: Fw: 971 Beech St

Stacey,

Please see the city's update below.

Nicole Franklin
St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Friday, February 8, 2019 9:53 AM
To: 'Nicole Franklin'
Subject: FW: 971 Beech St

Romack Franklin
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From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Friday, February 08, 2019 9:54 AM
To: Franklin, Romack
Subject: RE: 971 Beech St

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Forward unfamiliar

emails to infosec.phishing@republicservices.com

Hi Romack,

I called Abbie back personally.

Agreed everyone has a story. I think the city has been sticking pretty hard to their vacancy rules. If the resident did not contact the city to set up their unit as vacant the charges stand. With a program of this size and complexity I do not think that the hauler would want the city sending backdated vacancies many months after the fact. That would be creating issues to the Nth degree! Residents have a certain period of time to respond to their bill and if we do not hear anything the charges stay. I think that there may be instances where the haulers can use their judgement to apply credits on accounts for the sake of customer service (particularly if they have never been serviced) but that is left to the individual haulers discretion.

Again, Please tell the haulers that there is still time to remove any assessments. We have just started the assessment process. The final assessment list does not go to council until later in the year. Be aware that any assessments we remove will be deducted from the city's future payment to the hauler.

Thanks

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Friday, February 1, 2019 9:57 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 971 Beech St

Chris,

Please see below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

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From: Sanders, Stacey <ssanders@aspewaste.com>

Sent: Friday, February 1, 2019 9:27 AM

To: 'Nicole Franklin'

Subject: RE: 971 Beech St

Nicole,

Would it be possible then to have someone from the city contact the owner Abbie Finger 773-495-7867

Stacey Sanders

Aspen Waste Systems

Office Operations Manager

ssanders@aspewaste.com

612-884-8017

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www.aspewaste.com

From: Sanders, Stacey

Sent: Thursday, January 31, 2019 5:54 PM

To: 'Nicole Franklin' <nicole.r.franklin@outlook.com>; 'Franklin, Romack' <RFranklin3@republicservices.com>

Subject: RE: 971 Beech St

Nicole & Romack,

So why would I choose to remove this account from assessment if I am following the rules set forth in the contract? Though I do feel for the customer I would be doing this all day, everyone has a story. My whole point was about the vacancy, why don't they get back dated? The resident advised me that the water has been turned off since September (I am sure the city has record of that). The rules should be black and white and we only take direction from the city and their updates, unless I have been going about this all wrong the whole time? If the city back dated the vacancy then of course I would remove the account from assessment but they didn't.

Please advise

Stacey Sanders

Aspen Waste Systems

Office Operations Manager
ssanders@aspenwaste.com
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From: Nicole Franklin <nicole.r.franklin@outlook.com>
Sent: Thursday, January 31, 2019 5:44 PM
To: Sanders, Stacey <ssanders@aspenwaste.com>
Subject: Fw: 971 Beech St

Stacey,

Please see the city's email below.

[Nicole Franklin](#)
St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

----- Original message -----

From: "Swanson, Christopher (CI-StPaul)" <Christopher.Swanson@ci.stpaul.mn.us>
Date: 1/31/19 5:16 PM (GMT-06:00)
To: "Franklin, Romack" <RFranklin3@republicservices.com>
Subject: RE: 971 Beech St

Note that (Christopher.Swanson@ci.stpaul.mn.us) is an external email. Forward unfamiliar emails to infosec.phishing@republicservices.com

Hi Romack,

Please tell the haulers that there is still time to remove any assessments. We have just started the assessment process. The final assessment list does not go to council until later in the year. Be aware that any assessments we remove will be deducted from the city's future payment to the hauler. If Stacy wants to send me an email asking to remove the assessment I am more than willing to make that happen.

Also, for future assessment changes for the Q4 charges I would the haulers to use the hauler delinquent accounts assessment spreadsheet I just sent over.

Thanks

chris

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Thursday, January 31, 2019 4:33 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 971 Beech St

Chris,

Please see below. Could you assist?

Romack Franklin
Municipal Services Manager
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From: Sanders, Stacey <ssanders@aspenwaste.com>
Sent: Thursday, January 31, 2019 1:58 PM
To: 'Nicole Franklin'
Subject: 971 Beech St

Nicole,

Looking for some guidance on the address above. This property has been vacant since the onset of organized collection 10/1/18. According to the owner she has been trying to get it declared as such since but no luck until we received with the last update. The update indicates an effective date of 1/1/19. This was very upsetting to her since I had to advise her that since her first invoice went unpaid it would be assessed to taxes and if this is unpaid the same would occur. Considering with all updates received the adjustment goes on the next billing so she would have to pay this in order to avoid certification. Can the vacant be back dated? Can her property tax records be corrected? I offered to email on her behalf as she states when she calls any city # she does not get very far and is

very frustrated

Any help would be great

Thanks

Stacey Sanders
Aspen Waste Systems
Office Operations Manager
ssanders@aspenwaste.com
612-884-8017

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