

Chao, Diana (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, April 11, 2019 2:17 PM
To: Chao, Diana (CI-StPaul)
Subject: FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Follow Up Flag: Follow up
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From: Franklin, Romack [mailto:RFranklin3@republicservices.com]
Sent: Wednesday, April 10, 2019 4:35 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Please see 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



We'll handle it from here.™

From: Estrella, Frances
Sent: Wednesday, April 10, 2019 12:52 PM
To: Franklin, Romack
Subject: RE: 950 Ashland Ave - Q4 2018 RS Assessment Question

Customer got his 2 bills for Q4 and they never where paid. Only bills that was paid from the customer was Q1

Q4 is the late fees and the bills for 3 carts

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: Wednesday, April 10, 2019 12:06 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Frances,

Can you provide any additional information on the following account?

Romack Franklin
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Greater St. Paul Area

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From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Wednesday, April 10, 2019 12:01 PM
To: Franklin, Romack
Cc: Greg Revering
Subject: RE: 950 Ashland Ave - Q4 2018 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,

The resident claims the credits don't match up and they are coming to a hearing. Does Francis have any additional info she could provide?

Are there credits on the Q1 2019 bill?

Thanks

Chris

From: Franklin, Romack [<mailto:RFranklin3@republicservices.com>]
Sent: Wednesday, April 10, 2019 11:56 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Chris,

Please see Frances email below.

Thank you,

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

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From: Estrella, Frances
Sent: Wednesday, April 10, 2019 11:54 AM
To: Franklin, Romack
Subject: RE: 950 Ashland Ave - Q4 2018 RS Assessment Question

Customer owes 207.62 for Q4

Frances Estrella
Billing Coordinator

4325 66th St E
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o 651-286-4567
w RepublicServices.com



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From: Franklin, Romack
Sent: Wednesday, April 10, 2019 11:10 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 950 Ashland Ave - Q4 2018 RS Assessment Question

Frances,

Can you please let me know if the resident correct and how much does the resident owe for Q4 2018?

Thank you,

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

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e rfranklin3@republicservices.com
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From: Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]
Sent: Wednesday, April 10, 2019 11:05 AM

To: Franklin, Romack; Greg Revering
Subject: FW: 950 Ashland Ave - Q4 2018 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 and Greg,

Do you have any info on this account? Thanks

Chris

From: Chao, Diana (CI-StPaul)
Sent: Wednesday, April 10, 2019 11:04 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 950 Ashland Ave - Q4 2018 RS Assessment Question

Hello,

Robert Kopf (651-338-1515) at 950 Ashland Ave has submitted the following request for a legislative hearing:

"Amount listed as due does not match what is due - includes fees Republic Waste has waived and does not include credits they have said are on one of the two accounts that were created for the single service address."

He should have been billed for 2 35-g EOW and 1 96-g for Q4 2018. The pending assessment is \$207.72.

Is the resident correct? What is the amount that should be owed for Q4 2018? Please let me know so I can update the legislative file accordingly.

Thanks,



Diana Chao
Solid Waste Programs Specialist
Saint Paul Public Works
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1500 City Hall Annex
Saint Paul, MN 55102
P: 651-266-6216
diana.chao@ci.stpaul.mn.us

