

Vang, Mai (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Friday, July 12, 2019 1:26 PM
To: Vang, Mai (CI-StPaul)
Cc: Chao, Diana (CI-StPaul)
Subject: FW: Service hold form/ Republic Services- 418 Mississippi River Blvd. S.
Attachments: Garbage Hold - July 22-end of year.pdf

Hi Mai,

This is one of the follow ups that we had scheduled for a layover until next week. Please remove the \$97.99 from the Q1 2019 assessment amount.

Chris

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Friday, July 12, 2019 10:50 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Service hold form/ Republic Services- 418 Mississippi River Blvd. S.

Think Before You Click: This email originated outside our organization.

Chris,

We have gone in and updated the account to reflect the service hold. Please remove the assessment.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Friday, July 12, 2019 10:43 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: Service hold form/ Republic Services- 418 Mississippi River Blvd. S.

Chris,

We have gone in and updated the account to reflect the service hold. Please remove the assessment.

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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, July 10, 2019 9:54 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Service hold form/ Republic Services- 418 Mississippi River Blvd. S.

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Romack,
Please see city request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, July 10, 2019 9:22 AM
To: grevering.sph@gmail.com
Subject: FW: Service hold form/ Republic Services- 418 Mississippi River Blvd. S.

Hi Romack,

Julie Begg
418 Mississippi River Blvd. S.
Q1 2019 Assessment- \$97.99

We have a resident that sent in a legislative hearing dispute for tomorrow. This is what they wrote.

"Charges were agreed and confirmed reversed by Republic Services - email confirmation attached. Incurred in error during HOLD. I have requested resolution and escalated formally to the city of St. Paul earlier this spring with no reply (and no resolution) and have now escalated to Mr. Joseph Kirby.

She also sent me an email on Monday about this issue. If you look through the email below it appears she should not have been charged as she was set up for a hold and even reached out to RS to ensure that she had done what was needed to extend the service hold.

Please tell me what to do with this Q1 2019 assessment? Please respond ASAP.

Chris

From: Julie Begg [<mailto:jgbegg@mmm.com>]
Sent: Monday, July 8, 2019 9:35 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Service hold form/ Republic Services

Think Before You Click: This email originated outside our organization.

Chris, I am having a very difficult time with Republic Services passing a credit made to my account due to invoicing issue through to St. Paul. I was invoiced incorrectly during a HOLD and they have told me repeatedly that it was resolved yet I continue to get Ratification / Public Hearing letters from City of St. Paul.

Below is a revised HOLD request and the dialogue. I have also submitted complaints to the City of St. Paul about their invoicing issues but have never received any feedback. I have also left a voicemail for Joe Kirby this AM but am on an international cell number so I am not sure about the ability to return my calls.

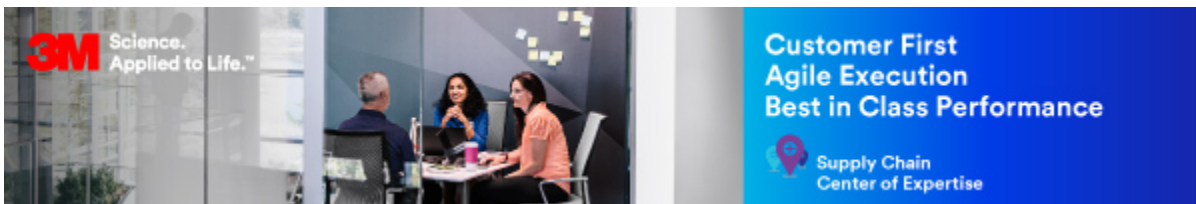
This process has been beyond painful. I need to insist someone gets this resolved and I have collected all my documents and records of my phone calls made to republic services since November of 2018. I am prepared to escalate these at my costs if needed to fight this issue but would much prefer someone from either office to take ownership of the invoicing issues and resolve them. You can reach me here at this email and also on that International cell (Panama, Central America): (507) 6467-3983.

Can someone please call or email me today with an appointment time for me to call you? I want to get an update for what steps are required on my end and who can resolve this issue this week. If this fails, I will escalate with my attorney and will prepare for this to be brought forward at the July 11th Public Hearing.



Julie G. Begg | Latin America Planning, Logistics, and Trade Compliance
3M CAMCO, Panamerica Corporate Center Norte, Calle C, Edificio 9116
Area Panama Pacifico, Arraijan, Panama
Mobile: +507-6467-3983

jgbegg@mmm.com | www.3M.com



From: Julie Begg
Sent: Monday, July 08, 2019 9:25 AM
To: vhelland@republicservices.com
Cc: 'joseph.kirby@ci.stpaul.mn.us' <joseph.kirby@ci.stpaul.mn.us>
Subject: FW: [EXTERNAL] Service hold form/ Republic Services

Attached is a new Mail Hold. The past one (as confirmed below) was for August 26th. I am also wanting to escalate that the agreed reversal of charges has never been completed as agreed and referenced in the email below. I collected mail in June showing escalating letters from City Of Saint Paul so I am now copying Mr. Joseph Kirby so he can be aware that this remains an issue on the side of Republic Services.

I am sending this as July 22 to respect the 2 week request but my hold is through August.

Hold for: Page 1 ↔ 2
418 Mississippi River Blvd.
St. Paul, MN 55105

RECEIVED:
APPROVED:
Date:
For Office Use Only

Application for Temporary Service Hold

A Service Hold is allowed for suspending garbage services due to an extended absence of at least four (4) consecutive weeks from your residence for vacation, medical reason or other valid reason. It is not a legitimate absence to apply for a Service Hold to avoid required garbage services. A Service Hold may not be used to share garbage services with another unit or property. All residential properties with 1-4 units must each have service and a garbage cost per unit.

To be eligible for a Service Hold, the request must meet the following additional requirements:

- You must place the Service Hold request with your hauler at least two (2) weeks in advance of the requested start date of the Service Hold.
- The length of time for the Service Hold request must be at least four (4) consecutive weeks minimum, but no more than 20 weeks per year.
- An RFLI may only be placed on a Service Hold up to two (2) occurrences per calendar year, and the total time service is on hold cannot exceed 26 weeks in the calendar year.

Address of the property for which a Service Hold is requested: MN 55105
418 MISSISSIPPI RIVER BLVD. ST. PAUL UNIT # (if applicable):

Name of person requesting Service Hold: JULIE BEGG
Phone number: +507 6467-3983 (Ingram) Email: jebegg@mmm.com
Name of property owner: JULIE & FAN BEGG
Address of property owner (if different than address for which Service Hold is requested):

What is the timeframe for the Service Hold request? (Must be submitted 2 wks prior to start of Service Hold)
Start date: July 22, 2019 End date: Jan. 1, 2020

Reason for Service Hold Request
Not residing at property => Vacation Hold...

Documentation enclosed with application verifying extended absence:
☒ Flight, lodging or other travel confirmation ☐ Note signed by medical professional
☐ Signed letter from school registrar ☐ Other _____

See Pg 2
Certification I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Signature: Julie Beggs Date: July 8, 2019

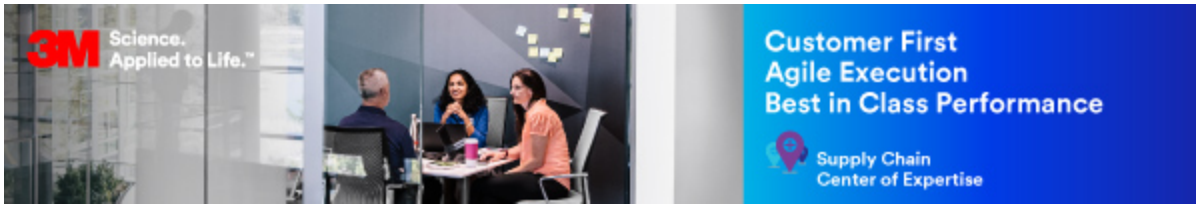
You will be contacted within seven (7) business days of receipt of your application with approval or denial or request for additional information.

Page 1 of 1



Julie G. Beggs | Latin America Planning, Logistics, and Trade Compliance
3M CAMCO, Panamerica Corporate Center Norte, Calle C, Edificio 9116
Area Panama Pacifico, Arraijan, Panama
Mobile: +507-6467-3983

jgbeeg@mmm.com | www.3M.com



From: Julie Begg
Sent: Wednesday, February 13, 2019 6:59 AM
To: vhelland@republicservices.com
Subject: Fwd: [EXTERNAL] Service hold form/ Republic Services

Hello. I need to extend my garbage hold for the maximum of 26 weeks. I have called you office today for the following:

- 1) to understand why my November call did not resolve the billing issue and why I am now getting late fees and non-payment issues when the November hold was to resolve this issue. The service person Delilah told me there is no billing issue and she can see the credit from November was finally applied Jan 7. I do not believe this is correct because I have an non-payment letter here in my mail dated Jan 31 that a balance of \$98.21 is overdue.
- 2) I need to continue with my mail hold as I have not returned to this address. Do I extend my first one to maximize the full 26 weeks (since an error was made initially), or do I enter a new one? If I enter a new one, what is the date? I calculate Aug 16th but can someone confirm that there are no further errors and that the hold is applied correctly for the full 26 weeks?

Happy to resubmit but no one on your call service could resolve my questions today. I spoke to CJ who referred me to Marisa in Sales. After not getting any help and Marisa explaining she could only enter a ticket for someone to call me back, I called the City of St Paul to launch a formal complaint (UCN: 75850262). I called back to advise of my complaint filed against Republic Services billing dept and Brandy insisted she get me someone who could help. After waiting on hold on an International call for 20 min, I got Delilah who could actually not help me not could she renew my hold or tell me the options of extending, new, nor how many per year I can have.

This has been one disappointing experience and a large waste of my time and phone bill.

Julie Begg
418 Mississippi River Blvd S
St. PAUL, MN 55105
Acct: 3-0923-8613583

Begin forwarded message:

From: Julie Begg <jgbegg@mmm.com>
Date: November 7, 2018 at 10:48:29 AM CST
To: Julie Begg <jgbegg@mmm.com>
Subject: Fwd: [EXTERNAL] Service hold form/ Republic Services

Julie Begg
Latin America Planning, Logistics, and Trade Compliance

Begin forwarded message:

From: Do Not Reply <donotreply@republicservices.com>
Date: October 30, 2018 at 3:22:24 PM CDT
To: "jgbegg@mmm.com" <jgbegg@mmm.com>
Subject: [EXTERNAL] Service hold form/ Republic Services

Here is the form that you requested. Please feel free to complete and send form back to vhelland@republicservices.com or
Republic Services/Valerie Helland
4325 E 66th Street
Inver Grove Heights, MN 55076.

Thank you for calling Republic Services.

3M Notice: This communication is from an [EXTERNAL] sender.
If this email looks suspicious, do NOT click or open any links or attachments in the email.
To report a suspicious email, click on the Report Phishing - Phishing icon in the Outlook ribbon or follow the instructions below.

To report this email as SPAM, please forward it to spam@forcepoint.com