

Chao, Diana (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, August 1, 2019 7:43 AM
To: Chao, Diana (CI-StPaul)
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Wednesday, July 31, 2019 4:45 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

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

Chris,

Please see Manteza's response below.

Greg Revering

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, July 31, 2019 4:37 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

Chris,

Please see Manteza's 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



We'll handle it from here.™

From: Nawodi, Manteza
Sent: Wednesday, July 31, 2019 1:45 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Republic Services - St Paul Customer Service/Operations Complaints

For 1787 Stanford Ave No update information on new owner, I called Rebecca Devine left a VM to contact us

For 761 Stryker Ave I called left a VM, Caprice K Glaser called back left a VM she doesn't owes us, I called her back she said
She did not received service last winter(she called to close service on 10/01/18, she went to Washington for 6 months)
she did not
Know about Temporarily Service Hold, she doesn't want no more call

For 435 Van Buren Ave we received Q 2 payment for \$198.52 on 04/13/19, assessment is invalid

For 842 Lafond Ave I sent an email to Sajid Terzic to tell him the assessment of \$172.59 for Q2 2019 is correct we bill him for 2 95 Gal (duplex)
Sajid email me back said this "If you know that you deliver 2 carts let me know I will pay but I think it's not correct to pay what I don't have I call at least 4 time for carts but they never delivered please make corrections on bill I will pay. Thanks"

For 1013 Iglehart Ave I called Brett left a VM to call us so I can explain why 2 accts under one address. Acct that has Daniel's name was closed
And reopen my resource Acct , I closed Acct # 63165 again Daniel paid for Q 3 bill

For 625 Winthrop St N I called John Wunrow left a VM, there is F2 note said the property was sold back March 2019, the second F2 note said
CUST REPORTS THAT PROPERTY WAS SOLD APR 2019 if it was sold April that mean the Resident owes Q 2 Bill otherwise he needs to take the
Bill to the closing title company.

For 161 Winifred St W I called left a VM to call me to discuss the bill issue and she called me back on 07/31/19 this is what we discuss, for \$ 508.62 – 2 68gal bins we back billing from Oct 01/18 to Jun 30/19 including late fees and tax. For 148.00 - 2 68gal bins from Jul 01/19 to Sep 30/19 first cart at full price \$69.75 plus tax and 2nd cart at \$12.48 plus Disposal fee \$24.85 plus tax, she requested 2 carts when the contract started I told her to contact the city to see if they can removed that since she has a single family dwelling.

For 487 Marshall Ave I spoke Charles's wife about Q 1 Bill there was a Temporary Service Hold was place on the Acct , we have to remove assessment of \$21.27 including those late fees \$1.06, \$1.12, \$1.17

Thank you

Manteza Nawodi
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569
w RepublicServices.com



We'll handle it from here.™

From: Franklin, Romack
Sent: Monday, July 29, 2019 8:03 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Nawodi, Manteza <MNawodi@republicservices.com>; Whitt, Jason <JWhitt2@republicservices.com>
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

Frances,

Please see the customer service complaints below and respond accordingly.

Thank you,

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
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o 651-286-4575 c 612-300-7497
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We'll handle it from here.™

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, July 26, 2019 4:23 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

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 below billing and or service issue in Republic's service area.

Thank you,

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: Friday, July 26, 2019 4:10 PM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: Republic Services - St Paul Customer Service/Operations Complaints

Date of Complaint	Address	Caller Name	Caller Phone	Issue
7/25/2019	1787 Stanford Ave	Rebecca Devine	651-925-7447	Rebecca reported that at that time to update the account she received an email stating that the account had been debited from her account and that the billing info be updated. She was directed her to call the office and she stated that she was able to provide the payment information. She was given the new owner's information and was directed the resident back to verify the account having payments refunded. The account is still.
7/25/2019	761 Stryker Ave	Caprice Glaser	651-587-5898 & 651-222-6384	The resident reported that they received a letter they rec'd from the office and stated that the CSR directed her regarding previous questions and concerns regarding the account back but was unable to provide the resident back to direct the account.

7/26/2019	435 Van Buren Ave	Kevin Brennan	651-373-0297	Kevin thinks he paid in assessment of \$229.58. Please let owner know adjusted, please let th
7/26/2019	842 Lafond Ave	Sajid Terzic	612-749-1542 terzicmn@q.com (prefers email since he will be out next week)	Owner called in March he was billed for it. He with Richard to cancel dropped of the bin he \$172.59 for Q2 2019. pending assessment a assessment should be
7/26/2019	1013 Iglehart Ave	Brett	612-280-5495	I believe this address h Berstein- Acct # 3-092 ? Acct # (they have no what it is). Note: the a prior to City wide start The current renters Sa under Daniel Berstein- the name on this acct This property is also m Brett at 612-280-5495 going on and why they fees with us one of wh March \$46.67 " Apr removed for they have the above address. Please the owner ASAI to pay another late fee
7/26/2019	625 Winthrop St N	John Wunrow	907-617-9956	John, the previous ow 03/19 to reported that that the house would services. John rept'd t service hold/suspensio that was needed to be received a Q2 invoice and was told each tim nothing to be concern finally pay the bill whic for \$80.90 as well for the payments on this a questions further.

7/26/2019	161 Winifred St W	Lisa Van Horn	651-470-8666	<p>Received a bill for April Received a bill for July</p> <p>The owner Lisa Van Horn Oct to Dec and then again with Brenda numerous resolved. She also solved the issue and pay the get service in their name have to take care of the</p> <p>Please contact Lisa to pending assessment st</p>
7/26/2019	487 Marshall Ave	Charles Gudknecht	651-298-1012	<p>Charles reported that know why. Charles rep 02/19 to report that h returned. Charles also time. Charles reported hasn't received a call b payments on this acco questions/concerns.</p>