

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: [Chao, Diana \(CI-StPaul\)](#)
Subject: FW: Republic Services - More Info Needed for 10/3 Legislative Hearing
Date: Wednesday, September 25, 2019 2:38:16 PM

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Wednesday, September 25, 2019 2:36 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Republic Services - More Info Needed for 10/3 Legislative Hearing

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

Chris,
Please see information below from Romack.

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, September 25, 2019 2:32 PM
To: grevering.sph@gmail.com
Subject: RE: Republic Services - More Info Needed for 10/3 Legislative Hearing

Chris,

58 Prospect Blvd:

- Dispute: "Service not provided."
- **What is needed from RS: Provide proof/statement that garbage was collected during Q2 2019. Please double check to see if there were any misses.**

Response: Please see below our service history for 58 Prospect Blvd. We do not show any misses in our system. On 04/23/2019 we did not provide service because carts were Not Out.

9/24/19 Company 923 Call-In Request BIDD035 BIGDS035
 Contact: . Contract N
 Customer : HUY CHRISTOPHER PHAM Phone# 999 999-9999
 8609528 00001 58 PROSPECT BLVD SAINT PAUL Shared N

Gr	Qty	Tp	Size	C	S	P.O.#	Rcpt	Ext	Lft	Ser	Rte	SEL	Before	After
1	1	CA	0.45				N	Y					Plan	
1														

Rate _____ Disp _____

(S Schedule, N Notes)

SERVICE REVIEW <<< Service History >>>

Gp	Qty	Tp	Size	C	S	P.O.#	Ext	Pos	Serv	Route	Time	Date
3	1	CA	.34					507	REG	2496	11:33	4/16/19
1	1	CA	.45					508	REG	2496	11:34	4/16/19
3	1	CA	.34					492	REG	2496	11:36	4/09/19
1	1	CA	.45					493	REG	2496	11:36	4/09/19
3	1	CA	.34					29	REG	2496	6:32	4/02/19
1	1	CA	.45					552	REG	2496	13:19	4/02/19 +

W=Weeks Delay C=Cancel Lift

9/24/19 Company 923 Call-In Request BIDD035 BIGDS035
 Contact: . Contract N
 Customer : HUY CHRISTOPHER PHAM Phone# 999 999-9999
 8609528 00001 58 PROSPECT BLVD SAINT PAUL Shared N

Gr	Qty	Tp	Size	C	S	P.O.#	Rcpt	Ext	Lft	Ser	Rte	SEL	Before	After
1	1	CA	0.45				N	Y					Plan	
1														

Rate _____ Disp _____

(S Schedule, N Notes)

SERVICE REVIEW <<< Service History >>>

Gp	Qty	Tp	Size	C	S	P.O.#	Ext	Pos	Serv	Route	Time	Date
1	1	CA	.45					505	REG	2496	12:08	5/14/19
4	1	CA	.34					504	REG	2496	11:38	5/07/19
1	1	CA	.45					506	REG	2496	11:39	5/07/19
4	1	CA	.34					502	REG	2496	11:58	4/30/19
3	1	CA	.34					503	REG	2496	11:58	4/30/19
1	1	CA	.45					504	REG	2496	11:59	4/30/19 +

W=Weeks Delay C=Cancel Lift

9/24/19 Company 923 Call-In Request BIDD035 BIGDS035
 Contact: . Contract N
 Customer : HUY CHRISTOPHER PHAM Phone# 999 999-9999
 8609528 00001 58 PROSPECT BLVD SAINT PAUL Shared N

Gr	Qty	Tp	Size	C	S	P.O.#	Rcpt	Ext	Lft	Ser	Rte	SEL	Before	After
1	1	CA	0.45				N	Y					Plan	
1														

Rate _____ Disp _____

(S Schedule, N Notes)

SERVICE REVIEW <<< Service History >>>

Gp	Qty	Tp	Size	C	S	P.O.#	Ext	Pos	Serv	Route	Time	Date
1	1	CA	.45					502	REG	2496	12:05	6/04/19
4	1	CA	.34					507	REG	2496	12:09	5/29/19
1	1	CA	.45					509	REG	2496	12:10	5/29/19
4	1	CA	.34					508	REG	2496	11:06	5/21/19
1	1	CA	.45					510	REG	2496	11:06	5/21/19
4	1	CA	.34					503	REG	2496	12:07	5/14/19 +

W=Weeks Delay C=Cancel Lift

Gr	Qty	Tp	Size	C	S	P.O.#	Rcpt	Ext	Lft	Ser	Rte	SEL	Before	After
1	1	CA	0.45				N	Y					Plan	
1														

9/24/19 Company 923 Call-In Request BIDD035 BIGD035
 Contact: - Contract N
 Customer: HUY CHRISTOPHER PHAM Phone# 999 999-9999
 8609528 00001 58 PROSPECT BLVD SAINT PAUL Shared N

Rate _____ Disp _____

(S Schedule, N Notes)

Gr	Qty	Tp	Size	C	S	P.O.#	Ext	Pos	Serv	Route	Time	Date
1	1	CA	.45					501	REG	2496	11:41	6/25/19
4	1	CA	.34					505	REG	2496	12:03	6/18/19
1	1	CA	.45					506	REG	2496	12:03	6/18/19
4	1	CA	.34					503	REG	2496	11:32	6/11/19
1	1	CA	.45					504	REG	2496	11:32	6/11/19
4	1	CA	.34					501	REG	2496	12:04	6/04/19

W=Weeks Delay C=Cancel Lift

Romack Franklin
 Municipal Services Manager
 Greater St. Paul Area

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 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: Tuesday, September 24, 2019 12:22 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Republic Services - More Info Needed for 10/3 Legislative Hearing

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 attachments and 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: Tuesday, September 24, 2019 12:17 PM

To: grevering.sph@gmail.com

Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>

Subject: Republic Services - More Info Needed for 10/3 Legislative Hearing

Hello Romack,

We need to enter our legislative hearing files for the 10/3/19 hearing by the end of this week, on 9/27/19. This means we need a response on these addresses within 48 hours. Please reply by 9/26/19 with the requested information.

58 Prospect Blvd:

- Dispute: "Service not provided."
- **What is needed from RS: Provide proof/statement that garbage was collected during Q2 2019. Please double check to see if there were any misses.**

2189 Sargent Ave:

- Dispute: "Billing was an error on Republic's part to begin with, never owed this amount! Republic corrected error on April 5. We now have a CREDIT balance. See pdf of July invoice."
- Please see attachment. **Why is Republic billing him for 1 64-g and 1 35-g weekly? This is a SF home with 1 35-g weekly cart.**
- The property owner already paid \$70.34 on 4/19/19. The City is removing the assessment of \$177.59.
- **What is needed from RS: Please make sure account is corrected to 1 35-g weekly. Please make sure all of the credits are applied CORRECTLY.**

-

61 Delos St W:

- Dispute: "The company does not pick up I having paying another company"
- **What is needed from RS: Provide proof/statement that garbage was collected during Q2 2019. Please double check to see if there were any misses.**

245 Morton St W:

- Dispute: "Jean reported that she never received a notice at the beginning stating that they are the new assigned hauler, and Jean stated that she never received a bill to her correct mailing address. Jean reported that the bill was sent to the service address and not their mailing address and when Jean called the RS CSR stated that it was not their fault, the city is forcing them to send the bills to these address."
- **What is needed from RS:**
 - **Please stop lying to residents. The City provided Republic with correct mailing information. Republic screwed up their billing. Do not blame the City for this.**
 - **Please correct the billing address to the primary tax address to 1202 Edgumbe Rd St Paul, MN 55105-2907.**
 - **The City is taking this assessment of \$7.36 out of Republic's payment.**

2185 Princeton Ave:

- Dispute: "Late charge was previously waived when I set-up direct payment last Spring"
- **What is needed from RS: Please let the City know if the pending assessment of \$5.12 was supposed to be waived.**
- **Please check and see if the CSR who spoke to this resident stated that this was to be "waved"**
- **Please ensure CSRs are not looking at the credits on accounts because of assessments and telling residents the charges have been waved.**

-

2137 Berkeley Ave:

- Dispute: "The resident has paid the Q2 bill twice over. The first payment to RS during the second quarter was processed on 04/23/19 for \$61.33 and the second payment was processed on 05/29/19 for \$64.40. The resident will not be attending as they have provided proof of payment which shows the Q2 bill was referred to the city in error."

- The property owner paid \$125.73 total for Q2 2019. The property owner only has 1 64-g cart.
- **What is needed from RS: Please credit property owner for amount overpaid. If he did not have any extra charges on the Q2 2019 bill, he is owed a credit of \$29.65.**
- **Please review and ensure that all payments have been reflected.**

Again, I need this information back within 48 hours. Please respond by 1 pm on 9/26/19 with the requested information.

Thank you,