From: Swanson, Christopher (CI-StPaul)
To: Chao, Diana (CI-StPaul)
Subject: FW: Republic Services - More Info Needed for 10/3 Legislative Hearing
Date: Thursday, September 26, 2019 1:17:44 PM

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Thursday, September 26, 2019 12:12 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 our response below.

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Thursday, September 26, 2019 12:11 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: Republic Services - More Info Needed for 10/3 Legislative Hearing

Chris,

Please see our response below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
rfranklin3@republicservices.com
651-286-4575 c. 612-300-7497
www.republicservices.com

REPUBLIC SERVICES

"We'll handle it from here."

[redacted]

From: Nawodi, Manteza
Sent: Thursday, September 26, 2019 8:09 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Republic Services - More Info Needed for 10/3 Legislative Hearing

Hello

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."
  A: The acct has a credit of $57.31
- 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.**
  A: Robert Collet called on 04/19/19 to charge container size from 32gal to 64gal
- The property owner already paid $70.34 on 4/19/19. The City is removing the assessment of $177.59.
  A: Yes remove 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.**
  A: I spoke with Robert Collett want to keep 64gal on site

61 Delos St W:

- Dispute: "The company does not pick up I having paying another company"
  A: Yes we never pick up trash at this location and she does not have republic carts on site , she has commercial container from Walters or Waste Management
  Green can.
  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
  A: there is not a proof/statement that garbage was collected during Q2 we never service this property, I will credit the amount of $980.53, please
  Remove all the assessments

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."

A: If she never received a notice at the beginning stating the new assigned hauler, that was the city responsibility to inform the residents of city of Saint Paul

I don't see any note said mail was returned or she called to complain about not receiving bill, for the bill address this what we have on system 1202 Edgcumbe Rd Saint Paul MN 55105-2907

- **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.**

    A: we are not lying to residents. We are recording exactly what is on Hauler Update Master List, and we do not blame the city for our mistake
  - **Please correct the billing address to the primary tax address to 1202 Edgcumbe Rd St Paul, MN 55105-2907.**

    A: we have the correct billing address on system
  - **The City is taking this assessment of $7.36 out of Republic's payment.**

    A: No do not take this assessment of $7.36 out of Republic's payment, he didn't paid

2137 Berkeley Ave:

- Dispute: "The resident has paid the Q2 bill twice over. The first payment to RS during the second qaurter 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."

  A: we received both payment, I request refund since we assessed to the city but I stop the refund process
- The property owner paid $125.73 total for Q2 2019. The property owner only has 1 64-g cart.

  A: there was 2 accts opened by error, we closed one acct # 6228472
- **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.**

  A: Yes we will credit that amount, we will make sure there is not extra charges on the Q2 bill
- **Please review and ensure that all payments have been reflected.**

  A: I will review that with our collection team

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

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: Tuesday, September 24, 2019 1:20 PM
To: Nawodi, Manteza <MNawodi@republicservices.com>
Subject: FW: Republic Services - More Info Needed for 10/3 Legislative Hearing
Importance: High

Manteza,

Please see the City's email below and respond ASAP.

Thank you,

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."

[redacted]

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.**
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- Dispute: "The company does not pick up I having paying another company"
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- 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 Edgcumbe 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 qaurter 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,