

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: [Black, Alisha \(CI-StPaul\)](#)
Cc: [Pillsbury, Clare \(CI-StPaul\)](#)
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints
Date: Tuesday, October 22, 2019 12:31:06 PM
Attachments: [image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

Please get the Q2 removed. We will have to do this through a LH.

We should also get the Q3 removed as he still does not have a cart if my memory serves me right.

Please remove both of these charges from what we pay the hauler. That would mean adding this to the list for Q2 and Q3.

If you have any questions please do not hesitate to reach out!

chris

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Tuesday, October 22, 2019 11:30 AM
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 Frances email below.

Greg Revering

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Tuesday, October 22, 2019 11:29 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

Chris,

Please see Frances email 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: Tuesday, October 22, 2019 10:18 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Republic Services - St Paul Customer Service/Operations Complaints

Please remove the certification. If the customer didn't have a cart I'm not going to charge him for service and he didn't pay so it got certified and I would like the certification removed. Thanks

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e festrella@republicservices.com
o 651-286-4588

w RepublicServices.com



We'll handle it from here.

From: Franklin, Romack
Sent: Monday, October 21, 2019 1:24 PM
To: Estrella, Frances <FFestrella@republicservices.com>
Subject: FW: Republic Services - St Paul Customer Service/Operations Complaints

Frances,

Can you please review and respond to the following email 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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 21, 2019 12:31 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 information 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: Monday, October 21, 2019 12:05 PM
To: grevering.sph@gmail.com
Subject: RE: Republic Services - St Paul Customer Service/Operations Complaints

Resident has heard nothing from RS on this issue.

David Beaudet
792 Carroll
651-775-3736

Here is a copy of a Hauler Complaint that I submitted for RS. The caller also stated during our conversation that he had previously talked with you regarding the amount of \$24.50 that has been assessed to his property, and that you told him that would be taken off? Also, I see a pending assessment for Q2, which he says that he still does not have a cart at his property.

David called to check on the status of a letter that he mailed to the St. Paul Garbage Pgm. He stated that when the program started, he initially rec'd the incorrect cart. He contacted RS in order for them to pick up the incorrect cart and drop off a small E/O Week cart. Approximately 12/1/18, RS came and picked up the large cart from the property, but never dropped off another garbage cart. David still does not have a garbage cart at his property, but has been billed through 2nd Quarter, which has now been forwarded to the city for collection. When a cart is not at a property, the owner cannot be billed for the service, as they are unable to receive the service without a cart. Please have a billing specialist look at the billing for this property and contact the owner to clarify any billing issues. Also please bring to the property a small E/O week cart for garbage collection.

Where are you at with this? We sent this over a months ago.

This is going on my list of outstanding RS issues.

Chris

From: Chao, Diana (CI-StPaul)
Sent: Wednesday, September 4, 2019 2:12 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Republic Services - St Paul Customer Service/Operations Complaints

Date of Complaint	Address	Caller Name	Caller Phone	Issue
9/3/2019	792 Carroll	David Beaudet	651-775-3736	David called to check on the status of a letter that he mailed to the St. Paul Garbage Pgm. He stated that when the program started, he initially rec'd the incorrect cart. He contacted RS in order for them to pick up the incorrect cart and drop off a small E/O Week cart. Approximately 12/1/18, RS came and picked up the large cart from the property, but never dropped off another garbage cart. David still does not have a garbage cart at his property, but has been billed through 2nd Quarter, which has now been forwarded to the city for collection. When a cart is not at a property, the owner cannot be billed for the service, as they are unable to receive the service without a cart. Please have a billing specialist look at the billing for this property and contact the owner to clarify any billing issues. Also please bring to the property a small E/O week cart ASAP for garbage collection.
9/4/2019	240 Amherst St.	Val Cohn	651-224-2148	Val submitted to me copies of her invoices from RS since the beginning of the program (10/1/19) and payment info that she has paid to RS. In looking through the invoices, including that back billing invoice, I am unable to determine what RS billed for. The Q1 bill total does not equal any amount that equals either what should have been charged and does not equal a charge for 1 med cart + pro-rated med cart. The Q2 invoice shows a prev. balance of \$-61.38, then adds charges for the quarter, which was less than what should have been charged by \$37.99). The back billing invoice needs to be better explained as to what amounts are being charged for what quarters and for what sized carts. Please have a billing specialist contact the resident to explain each charge for each quarter and to better explain the back billing charges.



Diana Chao
Solid Waste Programs Specialist
Saint Paul Public Works
25 West 4th Street
1500 City Hall Annex
Saint Paul, MN 55102
P: 651-266-6216
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