

Vang, Mai (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, October 31, 2019 12:50 PM
To: Vang, Mai (CI-StPaul); Moermond, Marcia (CI-StPaul); Zimny, Joanna (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: LH hearing follow up10/3/2019- Republic Services

Here is the response on 197 Robie.

cs

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, October 30, 2019 4:13 PM
To: grevering.sph@gmail.com
Subject: RE: LH hearing follow up10/3/2019- Republic Services

Thanks Francis!

cs

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, October 30, 2019 3:20 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: LH hearing follow up10/3/2019- Republic Services

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: Wednesday, October 30, 2019 3:16 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: LH hearing follow up10/3/2019- Republic Services

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: Wednesday, October 30, 2019 3:10 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: LH hearing follow up10/3/2019- Republic Services

Good afternoon,
197 Robie St W:

- Only has 1 account under Diana Galaviz
- No account Under Roberto, that being said the letter is dated from 2018 which is probably why there is nothing in our system there was probably a name change.

Old account with Republic Services

- Account # 6375083
 - o Address for that account is 195 Robie St W
 - o Closed 9/30/18
 - o Left an unpaid balance which was paid on 11/21/18 for Aug – September service for Republic Services before the city took over

Current balance on the account 8606414: City of Saint Paul Account # is \$326.80

- Invoice 7/31/19: back billing total of \$134.64
- Current invoice 10/5/19: \$192.16 Oct – Dec 2019

Thank you
Please let me know if this makes sense

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: Wednesday, October 30, 2019 2:33 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: LH hearing follow up10/3/2019- Republic Services

Frances,

Please review the city's email below and respond accordingly.

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.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 30, 2019 2:28 PM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: LH hearing follow up10/3/2019- Republic Services

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: Wednesday, October 30, 2019 2:25 PM

To: grevering.sph@gmail.com

Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>

Subject: RE: LH hearing follow up10/3/2019- Republic Services

Hi Romack,

We have an issue with an account that seems to still be occurring.

197 Robie Ave- still maintains they are being charged two accounts. One with her father's name and one with her own. On the attached invoices I see that her father is listed on the November and December invoices but I also see she paid a different account on 11/21/2019. Has she been making payments on her old account?

Can you get this back to us ASAP? He have a LH for her tomorrow.

Chris

From: Swanson, Christopher (CI-StPaul)

Sent: Friday, October 18, 2019 1:37 PM

To: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>; Kirby, Joseph (CI-StPaul) <Joseph.Kirby@ci.stpaul.mn.us>

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

Subject: FW: LH hearing follow up10/3/2019- Republic Services

Follow up from 10/3 LH

cs

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Friday, October 18, 2019 9:42 AM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: FW: LH hearing follow up10/3/2019- Republic Services

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

Chris,

Please see Romack's update below.

Greg Revering

Chief Manager

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Friday, October 18, 2019 9:40 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: LH hearing follow up10/3/2019- Republic Services

Chris,

Please see Manteza's 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: Nawodi, Manteza
Sent: Friday, October 18, 2019 9:27 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: LH hearing follow up10/3/2019- Republic Services

Hello

I already responded to this week ago, my responses are highlighted yellow

1981 3rd St E:

- Please deliver 1 35-g EOW. It is scheduled for 10/09/19 on their pick up day
- Please have the old ADS cart removed from the property. It is scheduled for 10/09/19

165 Avon St N:

- Check cleared on 5/23. We removed the assessment as they had paid. **Why was the payment not applied to the account and why was this sent to the City?**
A : Check 5825 was applied on the acct on 5/23/19 against Q1 old open Invoice was unpaid(the system does that) it was never assessed, I don't know why, that is the reason why Q2 was sent to City.

- Property management company is having issues with some other properties. She stated that RS has not applied payment to these account. Please look into the payment history for the following properties: **Why is RS not applying payments to accounts?**
 - 822 Selby Ave Payment was applied on acct on 05/23/19 but they did not paid the late fee of \$5.65
 - 837 Selby Ave Payment was applied on acct on 05/23/19 but they did not paid the late fee of \$10.95
 - 879 Selby Ave Payment was applied on acct on 05/23/19 but they did not paid the late fee of \$11.85
 - 962 Selby Ave Payment was applied on acct on 05/23/19 but they did not paid the late fee of \$10.94

61 Delos St W:

- Remove 4 64-g. Deliver 4 96-g. This was sent in an email earlier today and is scheduled.
A: 4 64-g will be removed on 10/08/19. 4 96-g will delivered on 10/08/19

1888 St Clair Ave:

- Remove 4 64-g. Deliver 4 35-g EOW.
A: 4 64-g are scheduled to be removed on 10/14/19 and 4 35-g EOW are also scheduled to deliver on 10/14/19, I called the resident because of Service Hold
She placed for 2 64-g from 10/05/19 to 04/01/2020 it was forward to 2 35-g carts

185 Stevens St W:

- Remove 2 96-g (could be 1 64-g and 1 96-g—this is what was delivered to the property). Deliver 2 35-g EOW.
A: I scheduled for 2 96-g to be removed on 10/08/19 and Deliver 2 35- g EOW on 10/08/19

837 Smith Ave S:

- Records show cart was removed on 1/22/19. RS needs to remove any back-billing associated with the 2nd cart. We have this resident set up with a vacancy going forward.
A: Back Billing was Removed, I called the resident to tell him we credit the back Billing
the resident told me to speak English I told him I have accent but I can speak good, Romack this is his number 651-470-5678 he want to speak with someone speak English. 1 64-g was removed on 10/09/19 and Q4 19 bill is \$60.83

197 Robie St W:

- This is a duplex that is receiving 2 separate bills. Both units need to be on one bill.
A: on this address we do have one acct #8606414 with 2 68-gal carts, if the property has 2 addresses I need to know the other number, she was back billed for \$134.64
- If there are credits from previous accounts, please make sure they have been applied to the new account.
A: I don't see a previous accts, I searched by address, there is one acct
- Please tell me what you did with this account and provide the Q2 2019 bills for this property so the City can make sure the assessment is correct.
A: Q2 we billed invoice w/tax 2 68-g @ \$73.64 x 2 = \$147.28, we supposed billed w/tax \$96.08 x 2 = \$192.16 so the difference is \$44.88
\$147.28 + \$7.36 late fee was accrued on 05/01/19 + \$7.73 late fee was accrued on 05/31/19 + \$8.12 late fee was accrued on 07/01/19 = \$170.49
- We had sent this one over to RS in April. Why did this not get addressed?**
A: I don't know it was not address at that time

1656 St Clair Ave:

- Owner states that he did not receive original bills or Notices of Non-Payment. Please confirm with me that the bills are being sent to the correct address. They should be going to 1656 St Clair Ave.
A: we have 1656 St Clair Ave as Billing address and service address
- Remove 1 96-g. Deliver 1 35-g weekly.
A: 1 96-g scheduled to be removed on 10/08/19 and 1 35-g scheduled to be deliver on 10/08/19

46 Elizabeth St E:

- **Please provide original bill from Q2 2019.**
A: we billed \$102.44 for period of Apr 01/19 to Jun 30/19 + 4 Extra bags @ \$4.13 X 4= \$16.53 was picked up 01/11/19 + 4 extra Bags @ \$4.13 x 4= \$16.53 was picked on 01/18/19 + 4 Extra bags @ \$4.13 x 4= \$16.53 was picked up on 01/25/19 + 2 Extra bags @ \$4.13 x 2= \$8.27 was picked up on 02/01/19 + 2 Extra bags @ 4.13 x2= \$8.27 was pick up 03/15/19 + 4 Extra Bags @ \$4.13 x 4= \$16.53 was picked up on 03/20/19 + 3 Bags @ \$4.13 x3= \$12.40 was picked up on 04/05/19 = \$197.50 that is Q2 Bill
- At the beginning of the program, RS driver told him that extra bags would be charged under citywide garbage now but "if you take care of us, don't worry about the lid being open." Please follow up with the driver at this property and make sure they are not bribing people to waive the extra bag fees.
A: I know the driver are aware the residents of City of Saint Paul are charged for extra
- When the PO spoke with a RS CSR in September, the CSR assured him that the amount he paid to them at that time would cover the Q2 2019 assessment amount. Please make sure your CSRs understand the billing process and are providing correct information to residents. After payments are turned over to the City, Republic cannot accept payments for that quarter anymore.
A: we will make sure
- Please make sure the payment that he made in September was correctly applied to his Q3 bill. If the amount paid exceeded the Q3 bill, please make sure there is a credit applied to the Q4 bill.
A: Q3 bill we billed \$102.44 + 1 Extra Bag @ \$4.13 was pick 04/09/19 + 1 extra bag \$4.13 was picked up on 04/13/19 + 3 extra bags @ \$4.13 x3 = \$12.40 was picked up on 05/17/19 + 2 Extra Bags @ \$4.13 x2= \$8.27 was picked up on 06/07/19 = \$131.37 that is total of Q3, the resident make a payment of \$70.00 also there is late fee Accrued on 08/02/19 for \$6.57 and \$6.57 late fee was accrued on 09/04/19

1768 St Clair Ave:

- Remove 1 64-g.
A: scheduled to be removed on 10/14/19
- **Please adjust the billing for him to 1 35-g EOW and 1 96-g.** Resident refuses to physically have a 2nd cart at the property but is willing to pay for the service for 1 35-g EOW.
A: 35-g EOW scheduled to be deliver on 10/14/19

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: Tuesday, October 15, 2019 8:44 PM
To: Nawodi, Manteza <MNawodi@republicservices.com>
Subject: Fwd: LH hearing follow up10/3/2019- Republic Services

Please review and respond accordingly

Sent from my iPhone

Begin forwarded message:

From: <grevering.sph@gmail.com>
Date: October 15, 2019 at 6:09:57 PM CDT
To: <rfranklin3@republicservices.com>
Subject: FW: LH hearing follow up10/3/2019- Republic Services

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Romack,
Please see request from Chris 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, October 15, 2019 5:23 PM
To: grevering.sph@gmail.com
Subject: RE: LH hearing follow up10/3/2019- Republic Services

Hi Romack,

I have yet to receive a response on this LH follow up request.

I sent this over 12 days ago and we need to get back answer before the rescheduled hearing.

Please respond to the following highlighted item.

Chris

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, October 3, 2019 5:57 PM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: LH hearing follow up10/3/2019- Republic Services

Hello Greg,

I want a response from Romack on this. First, **every resident who came into our hearing today was a Republic services customer**. Almost every single person had called into RS to try and get the issue addressed and RS was unable to help them. That is unacceptable. **Has Republic resolved their billing issues for Q4?** We should not be spending staff time fixing Republics mistakes.

Here are the items we need to follow up with Republic Services on from the legislative hearing today.

1981 3rd St E:

- Please deliver 1 35-g EOW.
- Please have the old ADS cart removed from the property.

165 Avon St N:

- Check cleared on 5/23. We removed the assessment as they had paid. **Why was the payment not applied to the account and why was this sent to the City?**
- Property management company is having issues with some other properties. She stated that RS has not applied payment to these account. **Please look into the payment history for the following properties: Why is RS not applying payments to accounts?**
 - 822 Selby Ave
 - 837 Selby Ave
 - 879 Selby Ave
 - 962 Selby Ave

61 Delos St W:

- Remove 4 64-g. Deliver 4 96-g. This was sent in an email earlier today and is scheduled.

1888 St Clair Ave:

- Remove 4 4 64-g. Deliver 4 35-g EOW.

185 Stevens St W:

- Remove 2 96-g (could be 1 64-g and 1 96-g—this is what was delivered to the property). Deliver 2 35-g EOW.

837 Smith Ave S:

- Records show cart was removed on 1/22/19. RS needs to remove any back-billing associated with the 2nd cart. We have this resident set up with a vacancy going forward.

197 Robie St W:

- This is a duplex that is receiving 2 separate bills. Both units need to be on one bill.
- If there are credits from previous accounts, please make sure they have been applied to the new account.
- Please tell me what you did with this account and provide the Q2 2019 bills for this property so the City can make sure the assessment is correct.
- **We had sent this one over to RS in April. Why did this not get addressed?**

1656 St Clair Ave:

- Owner states that he did not receive original bills or Notices of Non-Payment. Please confirm with me that the bills are being sent to the correct address. They should be going to 1656 St Clair Ave.
- Remove 1 96-g. Deliver 1 35-g weekly.

46 Elizabeth St E:

- **Please provide original bill from Q2 2019.**
- At the beginning of the program, RS driver told him that extra bags would be charged under citywide garbage now but "if you take care of us, don't worry about the lid being open." Please follow up with the driver at this property and make sure they are not bribing people to waive the extra bag fees.
- When the PO spoke with a RS CSR in September, the CSR assured him that the amount he paid to them at that time would cover the Q2 2019 assessment amount. Please make sure your CSRs understand the billing process and are providing correct information to residents. After payments are turned over to the City, Republic cannot accept payments for that quarter anymore.
- **Please make sure the payment that he made in September was correctly applied to his Q3 bill. If the amount paid exceeded the Q3 bill, please make sure there is a credit applied to the Q4 bill.**

1768 St Clair Ave:

- Remove 1 64-g.
- **Please adjust the billing for him to 1 35-g EOW and 1 96-g.** Resident refuses to physically have a 2nd cart at the property but is willing to pay for the service for 1 35-g EOW.

I expect a response back on all of these items and my question on Q4 billing in the next few days. I do not want to continue to go back and forth chasing questions that were not answered.

Chris