

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, January 18, 2022 12:38 PM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

Please see update from Republic.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Tuesday, January 18, 2022 11:54 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Mathiasen, Beverly <BMathiasen@republicservices.com>  
**Subject:** RE: FW: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

Q3 2021:

- Billing: \$218.61 = \$94.84 + \$94.84 + \$28.93 (7 extra bags picked up on 5/21/21) + \$32.79 (late fee)
- Size: 60/60
- Payment: \$0.00
- Contact: NO contact in Q3

Hope this helps. Thank you

Frances

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> St E  
Inver Grove Heights, Mn 55076  
[e festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

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

**Sent:** Tuesday, January 18, 2022 11:14 AM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>

**Subject:** FW: FW: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Frances,  
Please see request from Clare.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

**Sent:** Tuesday, January 18, 2022 11:01 AM

**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** Re: FW: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Frances. That is really helpful. **I should have asked earlier but can you please provide an itemized breakdown of the Q3 2021 invoice by the end of the day today?** We have a legislative hearing for the property this week.

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

<https://www.stpaul.gov/garbage>

On Fri, January 14 at 7:57, Consortium wrote:

Please see update from Republic.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Friday, January 14, 2022 7:55 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Good Morning Clare,

I don't have access to those accounts in Nevada to see, however when I look them up online at old invoices, they show that they have been like that for a while. Sorry I don't have more information to give you about this. Thank you

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*



---

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

**Sent:** Thursday, January 13, 2022 4:45 PM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>

**Subject:** FW: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Frances,

Please see question from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Thursday, January 13, 2022 3:23 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Frances. Just to confirm, the property owner updated several accounts in NV online, correct? Can you tell me when that was?

Thank you!

--

Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Tue, January 4 at 8:39, Consortium wrote:

Please see update from Republic Services.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Tuesday, January 4, 2022 8:36 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>

**Subject:** RE: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Good Morning,

We don't have record of the customer calling to update the address of this property. The once that the customer did update thru online was the accounts in Nevada. That account # that was provided is not for here in MN its for Nevada, if the customer called and they only provided 1 account number the CSR will only update the account # that was provided.

Thanks

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, January 3, 2022 4:03 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Frances,

Please see City request.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Monday, January 3, 2022 3:40 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** Re: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello Frances,

After speaking with the property owner, I saw that the following issue was not addressed in our email chain:

"They stated that they did update their mailing address with Republic Services in 2019 for one of their accounts (#306204121372) and assumed that since all of their accounts with Republic were linked."

Can you look at records for the above account to confirm whether the property owner requested that the mailing address all their accounts be updated? Based on what the property owner stated, this was the only account that Republic Services failed to update.

Thank you!

--

Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Mon, December 27 at 10:07, Clare Pillsbury wrote:

Got it. Thanks Frances! I will let the property owner know then.

Clare Pillsbury



--

Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Mon, December 27 at 10:06, Consortium wrote:

Please see update from Republic Services.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, December 27, 2021 10:04 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello Clare,

Yes, the customer updated it themselves when they set up the autopay. Thank you

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

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**From:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Monday, December 27, 2021 9:38 AM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>

**Subject:** Fwd: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Frances,

Please see questions from Clare.

Sent from my iPhone

Begin forwarded message:

**From:** "Clare (City of Saint Paul)" <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

**Date:** December 27, 2021 at 9:36:37 AM CST

**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>, Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject: Re: Fwd: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry**

**Reply-To:** City of Saint Paul <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

Thank you Frances. Were you able to update the address to the one I provided.

Clare Pillsbury

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

<https://www.stpaul.gov/garbage>

On Mon, December 27 at 9:34, Consortium wrote:

Please see update from Republic Services.

Sent from my iPhone

Begin forwarded message:

**From:** "Estrella, Frances" <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Date:** December 27, 2021 at 9:31:03 AM CST

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** "Mathiasen, Beverly" <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>

**Subject: RE: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry**

Good Morning,

After looking into the account. The only time that the customer contacted us about the billing address/billing issues was on 12/21/2021. The customer set up there account to be on paperless billing as of 12/21/2021 also. The billing address has always been set up to be sent to

3969 Ivyhill Ave

Las Vegas NV 89121

Other then this phone call, I don't have record of the customer calling to change the billing address to the new address of

274 Plaza Carmelina Ct

Henderson NV 89074

Thanks

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, December 23, 2021 3:32 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** FW: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Frances,

Please see City request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Thursday, December 23, 2021 2:32 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** Re: FW: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Frances. Can you provide a record of all the changes to the account mailing address from Q4 2018 - Q 4 2021. If possible, please include:

- Interaction with property owner
- Updated address

Thank you! If that is not possible, please just provide a record of all contact with the property owner during this time period.

Clare Pillsbury

--

Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Wed, December 22 at 15:33, Consortium wrote:

Please see update from Republic Services.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Wednesday, December 22, 2021 1:42 PM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

Looks like the account was updated on 12/21/2021 when the customer called in and changed the billing address.

Thanks

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.

---

**From:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, December 22, 2021 1:21 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** Fwd: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Note that ([grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Please see question from the City.

Sent from my iPhone

Begin forwarded message:

**From:** "Clare (City of Saint Paul)" <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Date:** December 22, 2021 at 1:11:39 PM CST  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>, Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: Fwd: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry  
**Reply-To:** City of Saint Paul <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

Thank you Frances. The mailing address for both invoices was **3969 IVY HILL AVE, LAS VEGAS, NV 89121-6214**. That is different than the requested address of **274 Plaza Carmelina Court Henderson, NV 89074**. When was the last time the property address was updated? Please provide a record of that request and update the mailing address to:

274 Plaza Carmelina Court



Henderson, NV 89074

Clare Pillsbury

--

Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Wed, December 22 at 12:46, Consortium wrote:

Please see update from Republic Services.

Sent from my iPhone

Begin forwarded message:

**From:** "Estrella, Frances" <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Date:** December 22, 2021 at 12:44:35 PM CST  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** "Mathiasen, Beverly" <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: 671 Lafond Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Good afternoon,

Attached you will find the bill that states that the invoice went to the correct address of Nevada. I have also attached the Q4 2021 which also shows that the bills are going to the correct billing address.

Thank you

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)