

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, September 21, 2022 10:44 AM
To: Haas, Sarah (CI-StPaul)
Subject: RE: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

I agree!



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

From: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Sent: Wednesday, September 21, 2022 10:33 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

I think we can remove this one as a courtesy as the hauler told them the wrong thing

Sarah Haas

Garbage Program Manager

She/Her/Hers

Public Works

25 4th St. West, Floor 800

Saint Paul, MN 55102

P:651-266-6216

sarah.haas@stpaul.gov

www.StPaul.gov



SAINT PAUL
MINNESOTA

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, September 21, 2022 10:10 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Should we do a partial or full removal as a courtesy? It looks like they may have gotten some bad information from a CSR. We can also leave it up to Marcia as she will likely remove at least some of it.

Best,



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 20, 2022 11:48 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

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

Clare,
Please see response from Frances.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, September 20, 2022 10:52 AM
To: grevering.sph@gmail.com

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra <SHallada@republicservices.com>
Subject: RE: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

Honestly we don't have recordings that far out but I don't believe that the rep said this because they don't know who it goes too and the customer just called to set up the account not talk about previous owners information.

Hope this helps, let me know if you need anything

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd
Inver Grove Heights
e festrella@republicservices.com
o 651.286.4588
w RepublicServices.com



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 20, 2022 9:39 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra <SHallada@republicservices.com>
Subject: FW: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,
Please see question from Clare.

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

763-295-2054

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

Sent: Tuesday, September 20, 2022 9:37 AM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Frances. I am concerned that they spoke with a CSR who told them that the invoice for the previous property owner would be assessed to the previous property owner rather than the current property owners. This is not true and the new property owners are responsible for any assessments that are currently pending for the property. Can you confirm that this happened and if so, why they were told this information by the CSR?

Best,

Clare Pillsbury

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

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

On Tue, September 20 at 9:32, Consortium wrote:

Please see update from Republic Services.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Tuesday, September 20, 2022 9:25 AM

To: grevering.sph@gmail.com

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra <SHallada@republicservices.com>

Subject: RE: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Good Morning,

Q2 2022: This is from the previous owner Cathy M Lord...

- Billing: \$72.64 + \$12.50 = \$85.14
- Size: 60gal
- Payment: \$0.00
- Contact: No contact

Q3 2022: This is the new owner Sara Miller...

- Billing: \$126.19 (6/1/2022 – 9/30/2022)
- Size: 60gal
- Payment: \$126.19
- Contact:
 - 5/31/2022: Cathy called to set up the new account under her name
 - 7/14/2022: Called to make a payment over the phone with CSR

Please let me know if any questions

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

e festrella@republicservices.com

o 651.286.4588

w RepublicServices.com



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, September 20, 2022 6:27 AM

To: Estrella, Frances <FEstrella@republicservices.com>

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra <SHallada@republicservices.com>

Subject: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, September 19, 2022 4:01 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1081 Thomas Ave, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

Ticket ID#: 12871

Ticket Requester: Sara Miller

Ticket Requester Email: (if available) millersara4@gmail.com

Ticket Request Phone Number: (if available) +16124219906

Property ID #: 352923220158

Property Address: 1081 Thomas Ave, Saint Paul, Minnesota, 55104

Quarter Pending Assessment is for: Quarter 2 (April - June)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$85.14

Hauler: Republic Services

Ticket Comments: Property owner stated that they purchased this house on May 17th and are being charged for April and half of May's garbage bill. They called WM in May 2022 to inform them that they did not close on the property on May 17. During that call, the CSR told them not to pay the Q2 2022 invoice and that it will be assessed to the previous property owner. **Please confirm whether this was the information that was communicated to the property owner and provide the following information for Q2 - Q3 2022:**

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

--

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