

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Monday, June 27, 2022 2:05 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, June 27, 2022 2:02 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

Yes, updated address and also on auto pay. Thanks

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

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

[o 651.286.4588](tel:651.286.4588)

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



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, June 27, 2022 11:54 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,
Please see City response.

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, June 27, 2022 11:51 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Frances. I will remove the late fees then. I just wanted to make sure that the next invoice would be sent to the correct address.

Best,

Clare Pillsbury

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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 Fri, June 24 at 12:51, Consortium wrote:

Please see Republic update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, June 24, 2022 11:27 AM

To: Greg Revering <grevering.sph@gmail.com>

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: RE: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

The customer went online himself and updated the billing address. Thanks

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

 festrella@republicservices.com

 651.286.4588

 RepublicServices.com



Sustainability in Action

From: Greg Revering <grevering.sph@gmail.com>
Sent: Friday, June 24, 2022 11:25 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: Fwd: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,

Please see question from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: June 24, 2022 at 11:17:27 AM CDT
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>, Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Thank you Frances! Please confirm that you were able to update the billing address.

Best,

Clare Pillsbury

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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 Wed, June 22 at 8:44, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Wednesday, June 22, 2022 8:29 AM

To: grevering.sph@gmail.com

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: RE: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

210 Avon:

Q1 2022:

- Billing: $\$163.76 - \$96.15 \text{ (payment)} + \$10.14 = \$77.75$
- Size: 90gal
- Payment: $\$96.15 - 11/8/2021$
- Contact: Nothing

Q2 2022:

- Billing: $\$106.81$
- Size: 90
- Payment: $\$106.81 - 4/23/2022$
- Contact: Nothing

206 Avon:

Q1 2022:

- Billing: $\$162.73 - \$73.47 \text{ (payment)} + \$13.38 \text{ (late fee)} = \102.64
- Size: 90gal
- Payment: $\$73.47$ on 11/5/2021
- Contact: Nothing

Q2 2022:

- Billing: $\$106.81$
- Size: 90gal
- Payment: $\$106.81$ on 4/23/2022
- Contact: Nothing

Customer changed the address online, not sure why it was never added with the billing address. The total for the 2 locations is \$180.39 certified. Thanks

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

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

[o 651.286.4588](tel:651.286.4588)

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



Sustainability in Action

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

Sent: Tuesday, June 21, 2022 2:23 PM

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

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: FW: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - 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: Tuesday, June 21, 2022 2:02 PM

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

Subject: 210 Avon St N, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 210 Avon St N, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

Ticket ID#: 9251

Ticket Requester: Jordan Beissel

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

Ticket Request Phone Number: (if available) +16513728020

Property ID #: 022823120275

Property Address: 210 Avon St N, Saint Paul, Minnesota, 55104

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$180.39

Hauler: Republic Services

Ticket Comments: Property owner stated that this bill was paid months ago directly with Republic. They also complained that the reason for the delinquency was due to Republic's failure to send the bill to their billing address rather than the service address. **Please explain why the mailing address was never updated to reflect the billing address and provide the following information for Q1 - Q2 2022:**

- Name and Mailing Address
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Please also update the mailing address to the one below:

991 Wagon Wheel Trl

Mendota Heights MN 55120

Thank you,

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