

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, June 29, 2022 9:43 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

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: Wednesday, June 29, 2022 7:56 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Good Morning Clare,

Sorry it took me too long to reply to you about this request. After the Muni manager and myself took a look at the contract, the customer never disputed the billing in writing or otherwise. Per the contract it states that the RDU has 30 days to dispute the charges. Please let me know if you need further action taken.

Quarterly Invoices shall be dated the 5th day of the first month of Services (or the next business day if the 5th day falls on a week holiday) for each quarter. The Consortium Members shall send Invoices by mail or email based on the preference of the RDU. The RDU shall remit payment in full within twenty (20) days of the date of the Quarterly Invoice. Such invoice shall include any unpaid charges for Additional Service Options provided during the preceding quarter. If the RDU disputes the charges in any Quarterly Invoice, such RDU shall notify the invoicing Consortium Member in writing detailing the dispute within thirty (30) days of the date of any such Quarterly Invoice. Consortium Members are not required to refund any charges if the RDU who failed to provide written notice of a disputed charge within thirty (30) days of the Quarterly Invoice. An RDU shall have concluded

Thank you

Frances Estrella

Billing Coordinator

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



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, June 28, 2022 10:25 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,
Please see 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 28, 2022 10:05 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Hello Frances. Were you able to credit the account? **Please also contact the property owner once you have done this.**

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 Fri, June 24 at 9:57, Clare Pillsbury wrote:

Thank you Frances. Based on my calculation then, Republic Services should credit the account **\$1518.19** (see calculation below).

Year	Actually Charged	Should Have Been Charged	Dif
2019	\$888.51	\$409.76	
2020	\$910.52	\$397.72	
2021	\$931.44	\$404.80	
		Total:	

Please credit the account and call the property owner to inform them that you have credited their account.

Please also update the Q2 2022 invoice to reflect the service level for that time period. We will reduce the Q1 2022 assessment to \$106.81 to reflect the 96-gal cart on site.

Best,

--

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 10 at 12:20, Consortium wrote:

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: Friday, June 10, 2022 11:54 AM

To: grevering.sph@gmail.com

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

Subject: RE: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Hello,

I'm going by what our system say. Thank you

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

 festrella@republicservices.com

 651.286.4588

 RepublicServices.com



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, June 10, 2022 10:41 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

This Message Is From an External Sender

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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: Friday, June 10, 2022 10:39 AM

To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Thank you Frances. When you provided the yearly price for the 96-gal cart, were you confirming that there was only a 96-gal cart at the property, or is that based on what I requested? Feel free to call me if you have any questions.

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 Thu, June 2 at 10:13, Consortium wrote:

Please see Republic Services update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Thursday, June 2, 2022 10:13 AM

To: grevering.sph@gmail.com

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

Subject: RE: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Hello,

1. Before 1/3/2019, the property owner appears to have a 64-gal and a 96-gal, correct? Did their billing for Q4 2018 reflect this?

1. Customer had 2 60 and a 90gal at the beginning of the program

1. Why was the switch never made, despite the three attempts?

1. Republic Services tried 3x to switch out container with them never being out for switch, then RS waits for the customer to contact us back if they still want the switch

1. The property owner claims that there has only been a 96-gal cart at the property. Is there any record of removal of the 64-gal cart?

1. I have no record of any removal because they were never out for switch

1. For Q1 2019 - Q1 2022, please provide the following information:

1. Q1 2019:

- i. Billing: \$142.45 + \$22.45 (late fee)

- ii. Size: 3/32gal carts

1. Q2 2019:

- i. Billing: \$121.50 + \$19.16 (late fee)

- ii. Size: 3/32gal

1. Q3 2019:

- i. Billing: \$238.09 + 11.90 (late fee)

- ii. Size: 3/32gal = 2 EOW and 1 Every week

1. Back bill:

- i. Billing: \$149.71
- 1. Q4 2019:
 - i. Billing: \$236.76 + \$35.52 (late fee)
 - ii. Size: 3/32gal = 2 EOW and 1 Every week
- 1. Q1 2020:
 - i. Billing: \$227.63 + \$34.14 (late fee)
 - ii. Size: 3/32gal = 2 EOW and 1 Every week
- 1. Q2 2020:
 - i. Billing: \$227.63
 - ii. Size: 3/32gal = 2 EOW and 1 Every week
- 1. Q3 2020:
 - i. Billing: \$227.63
 - ii. Size: 3/32gal = 2 EOW and 1 Every week
- 1. Q4 2020:
 - i. Billing: \$227.63
 - ii. Size: 3/32gal = 2 EOW and 1 Every week
- 1. Q1 2021:
 - i. Billing: \$232.86
 - ii. 3/32gal = 2 EOW and 1 Every week
- 1. Q2 2021:
 - i. Billing: \$232.86
 - ii. Size: 3/32gal = 2 EOW and 1 Every week
- 1. Q3 2021:
 - i. Billing: \$232.86 + \$34.92 (late fee)

ii. Size: 3/32gal = 2 EOW and 1 Every week

1. Q4 2021:

i. Billing: \$232.86 + \$34.92 (late fee)

ii. Size: 3/32gal = 2 EOW and 1 Every week

1. Q1 2022:

i. Billing: \$232.86 + \$34.92 (late fee)

ii. Size: 3/32gal = 2 EOW and 1 Every week

1. Q2 2022:

i. Billing: \$236.18 + \$11.81 (late fee)

ii. Size: 3/32gal = 2 EOW and 1 Every week

- What the correct invoice should have been based on the carts at the property.
 - Based on the carts on the property being only 1 90gal trash cart, the price should be...
 - 2019: \$102.44 x 4 = \$409.76
 - 2020: \$99.43 x 4 = \$397.72
 - 2021: \$101.20 x 4 = \$404.80
 - 2022: 106.81 x 2 = \$213.62

Thank you

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

e festrella@republicservices.com

o 651.286.4588

w RepublicServices.com



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

Sent: Wednesday, June 1, 2022 6:10 PM

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

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

Subject: FW: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

This Message Is From an External Sender

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Frances,

Please see 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: Wednesday, June 1, 2022 4:36 PM
To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Thanks Frances! I just have a couple of additional questions:

1. Before 1/3/2019, the property owner appears to have a 64-gal and a 96-gal, correct? Did their billing for Q4 2018 reflect this?
 1. Customer had 2 60 and a 90gal at the beginning of the program
1. Why was the switch never made, despite the three attempts?
 1. Republic Services tried 3x to switch out container with them never being out for switch, then RS waits for the customer to contact us back if they still want the switch
1. The property owner claims that there has only been a 96-gal cart at the property. Is there any record of removal of the 64-gal cart?
 1. I have no record of any removal because they were never out for switch

4) For Q1 2019 - Q1 2022, please provide the following information:

- Itemized breakdown of invoice
- What the correct invoice should have been based on the carts at the property.

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 Wed, June 1 at 15:16, 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: Wednesday, June 1, 2022 2:56 PM

To: grevering.sph@gmail.com

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

Subject: RE: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Hello,

Q2 2022:

- Billed: \$236.18 + \$11.81 (late fee)
- Payment: \$0.00 as of 6/1/2022
- Size: 3/32gal trash
- Contact:
 - 1/3/2019 – Customer called to say that he wanted the 60 and 90 removed from the property and 3 EOW carts delivered. Looks like we tried 3 different times and the carts were never switched out.
 - 4/4/2022 – Robert Called to update the billing address

- Payment History:
 - No payment has ever been made on this account since the beginning of the program

I will change the carts on site and change in the system to the correct information effective today. Thank you

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

e festrella@republicservices.com

o 651.286.4588

w RepublicServices.com



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

Sent: Wednesday, June 1, 2022 11:42 AM

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

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

Subject: FW: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

This Message Is From an External Sender

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Frances,

Please see the information and request below.

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: Wednesday, June 1, 2022 11:16 AM

To: Consortium <grevering.sph@gmail.com>; Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>

Subject: 393 Stryker Ave, Saint Paul, Minnesota, 55107 - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 393 Stryker Ave, Saint Paul, Minnesota, 55107. Please forward to Republic Services for their input.

Ticket ID#: 8113

Ticket Requester: Robert Menier

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16512488349

Property ID #: 062822440056

Property Address: 393 Stryker Ave, Saint Paul, Minnesota, 55107

Hauler: Republic Services

Ticket Comments: Property owner stated that the previous property owner passed away in 2016 and the property is still in probate. From 2016 - present, there were people living at the property off and on. The current property owner (who is the brother of the previous property owner) stated that there has been a 96-gal cart at the property since the beginning of the program. However, it appears as though they have been billed for 3 x 35-gal carts with weekly pick up. The property owner feel that this is incorrect and does not reflect the level of service they have been receiving. **Please provide the following information from Q4 2018 - Q2 2022**

- Service Level (size and number of carts)
- Any changes to the account (cart switch, account information, service holds, etc)
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

I know that this is a lot of information so thank you in advance for your work on this. The property owner did say that they would like to have their 94-gal cart exchanged for two 35-gal carts with every other week pick up (we just submitted a UDRF for one of the units so they should only need two carts). **Please call the property owner to confirm the date and time of the cart switch.**

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>