

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, September 22, 2021 4:28 PM
To: quynhlyn@yahoo.com
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hello Quynh,

This is just a follow up to our phone conversation. I am forwarding the email between me and the hauler. It should show how I arrived at my recommendation. I am also including my recommendation to reduce the assessment to \$94.15:

Hauler confirmed that the Quarter 3 2021 (July – September) invoice included both the time period of 05/07/2021 - 06/30/2021 from Quarter 2 (April – June) 2021 as well as service charges from Quarter 3 (July – Sept) 2021. They requested that we reduce the Quarter 2021 invoice to \$94.15 to reflect service provided to the previous property owner from 04/01/2021 - 04/26/2021 for a 96-gal cart and 64-gal cart (\$65.35), as well as four additional bags of garbage picked up during Quarter (January – March) 1 2021 (\$16.54) and late fees (\$12.28). Staff agrees with this recommendation.

Please let me know if you have any questions or concerns. You should see your assessment reduced by mid-November. Feel free to check the status using the following link: <https://eproperty.logis.org/stpaul/assessments/search>

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: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, September 22, 2021 10:40 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Fwd: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
Please see update from Frances.

Sent from my iPhone

Begin forwarded message:

From: "Estrella, Frances" <FEstrella@republicservices.com>
Date: September 22, 2021 at 8:43:53 AM EDT
To: grevering.sph@gmail.com
Cc: "Mathiasen, Beverly" <BMathiasen@republicservices.com>
Subject: RE: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

The 32gal trash cart was provided to the new customer per their request. This was provided as 5/7/2021

Thanks

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
o 651-286-4588
w RepublicServices.com



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 21, 2021 3:28 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Note that (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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, September 21, 2021 3:26 PM
To: grevering.sph@gmail.com
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Frances. When was the 96-gal cart switched out for the 35-gal cart?



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 21, 2021 12:52 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Please see update 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 21, 2021 12:42 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hello,

Q2 2021: Old Owner

- Billing: \$196.04 + \$8.27 (2 extra bags on 2/19) + \$8.27 (2 extra bags on 3/19) + 31.89 (late fees) = \$244.47 - \$150.32(credit for difference 4/26 – 6/30) = \$94.15(this is the amount that should have been certified)

Q3 2021: New Owner

- Billing: \$263.37 (May 7th – Sept. 30th) + \$8.27 (extra bags on 5/28) + \$27.16 (late fees)

Thanks
Frances

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
[o 651-286-4588](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.*



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 21, 2021 10:40 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Frances,
Please see the information and request below.

Greg Revering
Chief Manager

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, September 21, 2021 10:09 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Frances. We don't have any record of the property owner filing a UDRF.

Could you break down the invoices for Q2 and Q3 2021? Both seem a high based on the service level provided. For example, the base cost for Q2 2021 for 64/96 gal carts should be \$196.10 but your records show that Republic initially charged \$212.58. I also want to confirm which dates the invoice for Q3 2021 covered and whether property owner was charged for just a 32/64 carts for that entire period. More specifically, when did the cart switch occur?

Please also provide all records of contact with the property owner from Q2 – Q3 2021.



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P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, September 20, 2021 3:37 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Clare,
Please see update from Frances.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

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

Sent: Monday, September 20, 2021 3:20 PM

To: grevering.sph@gmail.com

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

Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Please see below for the information for 822 Edmund

Frances Estrella

Billing Coordinator

4325 66th St E

Inver Grove Heights, Mn 55076

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

[o 651-286-4588](tel:651-286-4588)

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



We'll handle it from here.*



From: Estrella, Frances

Sent: Tuesday, September 14, 2021 9:30 AM

To: grevering.sph@gmail.com

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

Subject: RE: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Good Morning,

This is from the previous owners account:

Q1 2021:

- Billing: \$196.04
- Payment: \$0.00
- Size: 90/60

Q2 2021:

- Billing: \$212.58 + 31.89 = Late fee
- Payment: \$0.00
- Size: 90/60
- Note: this account was canceled 4/26/2021

- Certification should have been \$94.15. please reduce the amount.

This is from the current owners account:

Q3 2021:

- Billing: \$271.64 + 27.16 (late fee)= currently owing \$298.80
- Payment: \$0.00
- Size: 32/60

Has the currently owner filled out a vacancy report for 1 of the 2 units?

Frances Estrella
Billing Coordinator

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Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
o 651-286-4588
w RepublicServices.com



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, September 13, 2021 5:25 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry
Importance: Low

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Frances,
Please see the information and request from Clare.

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

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From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, September 13, 2021 4:22 PM
To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 822 EDMUND AVE - Quarter 2 (April - June) 2021 Assessment Inquiry
Importance: Low

Please forward to Republic Services

Property Address & PID: 822 EDMUND AVE & 352923130063
Property Owner: Quynh Ngoc Nguyen
Phone Number: 612-990-9520
Email: quynhlyn@yahoo.com
Pending Assessment Amount: \$244.47
Quarter Pending Assessment if for: Quarter 2 (April - June) 2021 Delinquent Garbage Assessment

Summary of Issue: Property owner stated that they purchased this property on April 28, 2021. They called Republic Services on May 7, 2021 to inform them of the change in ownership. However, they did not received an invoice until the Q3 2021 Invoice in September 2021. This invoice included the service period from 05/07/2021 - 09/30/2021. However the property owner stated that they already paid the entire Q2 2021 assessment of \$244.47 and therefore feel that paying for 05/07/2021 - 05-30-2021 on the Q3 2021 invoice would be double paying. **Please explain why the property owner did not receive an invoice until September 2021 provide the following information for Q2 – Q3 2021:**

- Name and Mailing Address on Account
- Itemized breakdown of invoice
- Payment history
- History of contact with property owner

Thank You,



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