

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, October 5, 2021 12:26 PM
To: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry
Attachments: 8606591 - Corolyn M Wilson.pdf

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

Clare,
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, October 5, 2021 12:21 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Good afternoon,
Here is the invoice for Q2 2021.

Thank you
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, October 5, 2021 12:16 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Frances,
Please see update from Clare.

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

763-295-2054

From: Pillsbury, Clare (Cl-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, October 5, 2021 11:08 AM
To: grevering.sph@gmail.com; Haas, Sarah (Cl-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

One more quick ask. The property owner would like a copy of their Quarter 2 2021 invoice. Can you send that within the next 24 – 48 hours?

Thank you!



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: Pillsbury, Clare (Cl-StPaul)
Sent: Tuesday, October 5, 2021 10:27 AM

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

Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Frances!



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: Friday, October 1, 2021 1:29 PM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: 843 SELBY AVENUE - 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

763-295-2054

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

Sent: Friday, October 1, 2021 11:54 AM

To: grevering.sph@gmail.com

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

Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Good Morning Clare,

Q3:

\$94.84 (60gal trash 7/1/2021 – 9/30/2021)

+ \$94.84 (60gal trash 7/1/2021 – 9/30/2021)

\$189.68
+\$ 26.23 (May 13th – June 30th) = Customer re- added the 2nd container
\$ 215.91
- \$25.70 (May 14th – June 30th) = Manteza closed out the container and reopened it with 1 day difference , (like I mentioned to Clare I have added the \$.53 credit to make sure it doesn't charge the 1 day difference)
\$ 190.21
+ \$ 51.37 = (May 13th – June 30th) = 7 weeks of service at the correct amount (the multi unit rate)
\$ 241.58
- \$81.93 = (July 7th - September 30th) = 2nd container is vacant per city
\$159.65

Customer made a payment in full for the amount for Q3 2021

Please let me know if any other questions

Thanks
Frances

Frances Estrella
Billing Coordinator

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



We'll handle it from here.*

From: Estrella, Frances
Sent: Friday, October 1, 2021 10:45 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hello,

I apologize. I did just try to call and leave you a message if you could call me back. Thank you

Frances

Frances Estrella
Billing Coordinator

4325 66th St E

Inver Grove Heights, Mn 55076
e 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: Friday, October 1, 2021 9:22 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 843 SELBY AVENUE - 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 update 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: Friday, October 1, 2021 9:21 AM
To: grevering.sph@gmail.com
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hey Frances. I tried calling you this morning but wasn't able to reach you. I did leave a voicemail. Can you give me a call between 10:30 and 12:00 today?



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: Pillsbury, Clare (CI-StPaul)
Sent: Thursday, September 30, 2021 2:04 PM
To: grevering.sph@gmail.com
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

That works great! I can call you then.



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: Thursday, September 30, 2021 2:04 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
Please see time from Frances.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, September 30, 2021 1:55 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hello,

Yes, lets plan for 9am. Do you want to call me?

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
w RepublicServices.com



We'll handle it from here.*



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, September 30, 2021 1:31 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Frances,
Please see request for conversation 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: Thursday, September 30, 2021 1:18 PM

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

Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hey Frances. Would we be able to touch base on this by phone at some point tomorrow? I should be available anytime between 8:00 – 12:00 PM. Let me know if any of these times work for you.

Thanks!



**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: Wednesday, September 29, 2021 9:16 AM

To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>

Subject: FW: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
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: Wednesday, September 29, 2021 9:07 AM

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

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

Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Good Morning,

For Q2 2021: I apologize they had 3 extra bags on 2/11/2021. That is why the bill was \$44.01

- 1) Customer called on 1/12/2021. Said that they don't want the 2nd container anymore but to leave the container on site for when they want to readd it.
- 2) Customer called on 5/5/2021 to readd the 2nd container back effective 5/13/2021. Manteza spoke to the customer
- 3) Like stated above, there was 3 extra bags not just 1. See below for the breakout

Q2:

- \$94.84 + \$12.40 (extra bags) - \$63.23 (Feb – Mar) = \$44.01

Q3:

- \$94.84 + \$94.84 + \$26.23 (May 13th – June 30th) - \$25.70 (May 14th – June 30) + \$51.37(May 13th – June 30) = \$241.58
- The customer called and reset up the second container and Manteza set it up as a additional cart price vs multi-unit cart rate.
- Customer Paid \$160.63

Q4:

- This bill will go out correctly with just 1 container on site \$94.84

Please let me know if I have answered all your questions. Thank you

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: Greg Revering <grevering.sph@gmail.com>
Sent: Tuesday, September 28, 2021 4:55 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: Fwd: 843 SELBY AVENUE - 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 questions from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Pillsbury, Clare (CI-StPaul)" <Clare.Pillsbury@ci.stpaul.mn.us>
Date: September 28, 2021 at 4:17:53 PM CDT
To: grevering.sph@gmail.com
Cc: "Haas, Sarah (CI-StPaul)" <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Frances. I have a couple questions regarding this account. It definitely is complicated!

1. When did the property owner call to cancel one of the two 64-gal carts? Please provide the date and summary of the conversation.
2. Was the property owner contacted when the second container was opened again? If so, please provide the date and summary of that conversation.
3. The amounts for Q2 2021 and Q3 2021 seem a bit off. Here are my calculations:

Q2 2021

1 x 64-gal (**\$94.84**) + 1 extra bag (**\$4.13**) – 1 x 64 gal from Feb – March (**\$63.23**) = **\$35.74**
The amount I calculated seems to be slightly off from your calculation of \$44.02. Why is that?

Q3 2021

2 x 64-gal (**\$189.68**) + 1 x 64 gal from May 13- June 30 (**\$47.42**) = \$237.10.
This again seems to be slightly off from your calculation of \$241.58. Why is that?

4. If the current property owner only made a payment of \$160.63 for their Q3 2021 invoice, why is there no pending balance for Q3 2021?

Thank you!



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 28, 2021 9:07 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: 843 SELBY AVENUE - 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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, September 28, 2021 9:04 AM
To: Greg Revering <grevering.sph@gmail.com>; Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Good Morning,

Q2 2021:

- Billing: \$44.01 = \$94.84 + \$4.13 (extra bag) - \$63.23 (Feb – March)= \$44.01
- Payment: \$0.00
- Size: 60/60
- Notes: Customer called to cancel 1 of the 2 properties. The CSR canceled and then Manteza reopened the 2nd container because we didn't have a report for vacancy

Q3 2021:

- Billing: \$241.58 = \$94.84 (60gal) + 26.23 (May 13th – June) + \$94.84 + \$51.34 (May 13 – June) - \$25.70 (credit of May 14th – June) = \$241.58
- Payment: \$160.63
- Size: 60/60
- Note: The bill is a lot of changes as the customer kept closing the 2nd container
 - o July 13th we received the vacant report from the city and canceled the 2nd container
 - o Current balance is zero.

Please let me know if there is any other questions. Thank you

Frances

Frances Estrella
Billing Coordinator

4325 66th St E

Inver Grove Heights, Mn 55076
e festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



We'll handle it from here.*

From: Greg Revering <grevering.sph@gmail.com>
Sent: Monday, September 27, 2021 4:33 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: Fwd: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Frances,
Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Pillsbury, Clare (CI-StPaul)" <Clare.Pillsbury@ci.stpaul.mn.us>
Date: September 27, 2021 at 3:30:05 PM CDT
To: grevering.sph@gmail.com
Cc: "Haas, Sarah (CI-StPaul)" <Sarah.Haas@ci.stpaul.mn.us>
Subject: 843 SELBY AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Please forward to Republic Services

Property Address & PID: 843 SELBY AVENUE & 22823120075
Property Owner: Carolyn Wilson
Phone Number: 651-491-2447
Pending Assessment Amount: \$50.61
Quarter Pending Assessment if for: Quarter 2 (April - June) 2021 Delinquent Garbage Assessment

Summary of Issue: The property owner indicated that they paid the garbage bill to the hauler. Then they got the assessment notice, and they called the hauler and the hauler indicated that the property owner did not have any outstanding amount showing in their system. **Please explain why the property owner was told that they did not owe anything for Q2 2021 and provide the following information for Q2 – Q3 2021:**

- Itemized breakdown of invoice

- Payment history
- Contact with property owner

Thank You,



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

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