

## Pillsbury, Clare (CI-StPaul)

---

**From:** Greg Revering <grevering.sph@gmail.com>  
**Sent:** Monday, October 17, 2022 1:53 PM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** Fwd: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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

Please see update from Republic.

Sent from my iPhone

Begin forwarded message:

**From:** "Estrella, Frances" <FEstrella@republicservices.com>  
**Date:** October 17, 2022 at 1:41:48 PM CDT  
**To:** grevering.sph@gmail.com  
**Cc:** "Mathiasen, Beverly" <BMathiasen@republicservices.com>  
**Subject:** RE: FW: FW: FW: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

This is correct

### ***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:** Monday, October 17, 2022 12:09 PM  
**To:** Estrella, Frances <FEstrella@republicservices.com>  
**Cc:** Mathiasen, Beverly <BMathiasen@republicservices.com>

**Subject:** FW: FW: FW: FW: 783 Hague 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.

Report Suspicious

Frances,  
Please see request from Clare.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

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

**Sent:** Monday, October 17, 2022 10:24 AM

**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** Re: FW: FW: FW: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Frances. So I am assuming that the first breakdown that you provided was for 781 Hague Ave, and the second breakdown you provided was for 783 Hague. Is that correct?

Best,

Clare Pillsbury

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

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

On Mon, October 17 at 8:43, Consortium wrote:

Please see Republic update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, October 17, 2022 8:21 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: FW: FW: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Good Morning,

It is the same homeowner, just that they have it separated, this is what a lot of duplexes do, they separate the accounts for billing of the tenants. The billing history and the payment history for the accounts are listed below in the previous emails. Please let me know if you have any other questions or would like to discuss this via phone. Thanks

Frances

## Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

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

o 651.286.4588



---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, October 13, 2022 4:56 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** FW: FW: FW: 783 Hague 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.

Report Suspicious

Frances,

Please see question from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Thursday, October 13, 2022 4:55 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: FW: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Frances. I am still confused then. Are there two accounts for the property then? Or are there two separate accounts for two separate properties that just happen to have the same mailing address? If so, please provide billing and payment history for both accounts from Q2 - Q3 2022 as well as the names and mailing addresses on the accounts. It seems like there is a lot of confusion about these accounts and the property owner is understandably confused. **Please respond by tomorrow at 4:00 PM.**

Best,

Clare Pillsbury

--

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

On Thu, October 13 at 13:22, Consortium wrote:

Please see Republic update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Thursday, October 13, 2022 11:26 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: FW: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello.

I apologize, looks like yes the customer has their accounts separated...

783 Hague:

Q1 2022:

1. Billing: \$96.56
2. Size: 60gal
3. Payment: \$96.56 on 1/19/2022

Q2 2022:

1. Billing: \$96.56
2. Size: 60gal
3. Payment: \$0.00

Q3 2022:

1. Billing: \$96.56
2. Size: 60gal
3. Payment: \$289.68 on 7/10/2022
4. Note: Currently a credit on account that will apply to the next invoice.

Thanks

Frances

## Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

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

**o** 651.286.4588

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



---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, October 13, 2022 8:28 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** FW: FW: 783 Hague 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.

Report Suspicious

Frances,

Please see request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Wednesday, October 12, 2022 3:50 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry



Thank you Frances. What I don't understand is your records show that there was a payment of \$106.81 made on 4/16/2022. Since the payment covered the invoiced amount, why is there an assessment for the property? The property owner stated that this may be due to the fact that there were two accounts set up for the property. Is this true?

**Please respond by Friday at 12:00 as there is a hearing for this property next week.**

Best,

Clare Pillsbury

--

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

On Tue, October 4 at 14:58, Consortium wrote:

Please see update from Republic.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Tuesday, October 4, 2022 1:44 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>  
**Subject:** RE: 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Good afternoon,

Q1 2022:

1. Name and billing address: Kathryn Leo' Kest – 16800 Shieldsville Blvd Faribault MN 55021
2. Billing: \$106.81
3. Payment: \$106.81 on 1/19/2022
4. Size: 90gal
5. Contact:
  1. 3/7/2022:Called to schedule an appliance

Q2 2022:

1. Name and billing address: Avon Row Assn (Attn: Kathryn Leo' Kest) – 783 Hague Ave Saint Paul 55104
2. Billing: \$106.81
3. Payment: \$106.81 on 4/16/2022
4. Size: 90gal
5. Contact:
  1. Nothing

Q3 2022:

1. Name and billing address: Avon Row Assn (Attn: Gary Keast) – 783 Hague Ave Saint Paul 55104
2. Billing: \$106.81
3. Payment: \$106.81 on 7/10/2022
4. Size: 90gal
5. Contact:

1. 9/9/2022: Called to schedule bulk

Thank you

Frances

## Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

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

**o** 651.286.4588

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



---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Monday, October 3, 2022 3:52 PM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto:BMathiasen@republicservices.com)>

**Subject:** FW: 783 Hague 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.

Report Suspicious

Frances,

Please see the information and request from Clare.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

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

**Sent:** Monday, October 3, 2022 3:50 PM

**To:** Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>

**Subject:** 783 Hague Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 781 Hague Ave, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

**Ticket ID#:** 13412

**Ticket Requester:** Nancy Spangrud

**Ticket Requester Email: (if available)**

**Ticket Request Phone Number: (if available)** +19522402925

**Property ID #:** 022823120265

**Property Address:** 783 Hague Ave, Saint Paul, Minnesota, 55104

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

**Billing year for Pending Assessment:** 2022

**Pending Assessment Amount:** \$101.39

**Hauler:** Republic Services

**Ticket Comments:** The 783 Hague Ave property should be paid by the Avon Row Condo Association and the bill should be sent to 781 Hague Ave. However, the property owner owner is getting billed at 783 Hague Ave. Property owner has called Republic Services to resolve the issue and has not been able to get this issue resolved. **Please provide the following information for Q1 - Q3 2022:**

- Name and mailing address on account
- 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](mailto:garbage@ci.stpaul.mn.us)

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