

## Pillsbury, Clare (CI-StPaul)

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**From:** Greg Revering <grevering.sph@gmail.com>  
**Sent:** Tuesday, June 21, 2022 12:43 PM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** Fwd: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**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:** June 21, 2022 at 11:51:27 AM CDT  
**To:** Greg Revering <grevering.sph@gmail.com>  
**Cc:** "Mathiasen, Beverly" <BMathiasen@republicservices.com>  
**Subject:** RE: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

Q1 2022:

- Billing: \$246.43 + \$3.49 (late fee) - \$69.91 (credit) = \$180.01
- Size: 90/EOW/EOW
- Payment: \$176.62 on 1/24/22
- Contact:
  - o 1/31/2022:
    - I (Frances) submitted a credit to the account for no carts on site \$69.91 total credit

Q2 2022:

- Billing: \$225.41
- Size: 90/EOW/EOW
- Payment: \$225.41 on 4/19/2022
- Contact: No contact

Please remove the \$3.83 amount. Thank you

Frances

# Frances Estrella

Billing Coordinator

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



Sustainability in Action

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**From:** Greg Revering <grevering.sph@gmail.com>  
**Sent:** Tuesday, June 21, 2022 11:17 AM  
**To:** Estrella, Frances <FEstrella@republicservices.com>  
**Cc:** Mathiasen, Beverly <BMathiasen@republicservices.com>  
**Subject:** Fwd: 640 Holly Ave, Apt 1-3, 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.

Sent from my iPhone

Begin forwarded message:

**From:** "Clare (City of Saint Paul)" <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Date:** June 21, 2022 at 10:32:07 AM CDT  
**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:** 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry  
**Reply-To:** City of Saint Paul <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

Hello,

We've received an Assessment Inquiry for 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

**Ticket ID#:** 9104

**Ticket Requester:** Lyle Kratzke

**Ticket Requester Email: (if available)** [lyle.kratzke@gmail.com](mailto:lyle.kratzke@gmail.com)

**Ticket Request Phone Number: (if available)** 16513435779

**Property ID #:** 022823140089

**Property Address:** 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104

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

**Billing year for Pending Assessment:** 2022

**Pending Assessment Amount:** \$3.83

**Hauler:** Republic Services

**Ticket Comments:** Property owner feels that they should not have been charged an additional \$3.83. They claim that Republic Services owes them money since they were overcharged for garbage in 2021. **Please provide the following information for Q1 2022 - Q2 2022:**

- Service Level (size and number of carts)
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

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

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