Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Monday, September 26, 2022 9:26 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - 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 Services.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, September 26, 2022 9:21 AM
To: grevering.sph@gmail.com; Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - Assessment Inquiry

Good Morning,

Q1 2022:
- Billing: $193.12 + late fees
- Size: 60/60gal
- Payment: $96.56 on 2/7/2022
- Contact:
    - 1/28/2022: called for vacation hold starting Feb 1 – July 27 for 1 of the 2 units

Q2 2022:
- Billing: $29.02 = $96.56 (April – June invoice) - $67.54 (Credit for vacation hold Jan – Mar) = $29.02 + late fees
- Size: 60/60gal
- Payment: $0.00
- Contact:
    - 6/10/2022: Called to check balance on account.
    - 6/20/2022: Remove the vacation hold early because selling the house effective 6/22/2022

Q3 2022:

- Billing: $34.30 (June 22 – July 31st) + late fees
- Size: 60/60gal
- Payment: $0.00
- Contact:
    - 7/11/2022: Called to cancel the service effective 7/31
    - 8/2/2022: Customer called for balance on account

Thanks
Frances

Frances Estrella
Billing Coordinator

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

REPUBLIC SERVICES

Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, September 22, 2022 4:53 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - 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: Thursday, September 22, 2022 2:27 PM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Frances. I am still going to need more information on this one. Can you send me the following information for Q1 2022:

- Itemized breakdown of invoice
- Payment history
- Contact with property owner
- Dates of vacation holds

Thank you!

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, September 22 at 6:04, 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, September 21, 2022 4:07 PM

To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

Customer had a vacation hold from Feb – June 20, this being said the customer still owes the amount for January service and then for June 20 till July 31st that they canceled the service completely because of the sell.

Please let me know if this makes more sense.

Thanks

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

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, September 21, 2022 11:54 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - 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: Wednesday, September 21, 2022 10:15 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Frances. I am still confused. If the vacation hold was in place during Q2 2022 until June 20, 2022, and the property owner was getting a credit for a service hold, why was there a charge in the first place? It feels like any amount that they would have been charged from 6/20/2022 - 6/30/2022 would have been erased by a credit from the previous quarter.

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 Tue, September 20 at 11:48, Consortium wrote:

> 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: Tuesday, September 20, 2022 10:46 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra <SHallada@republicservices.com>
Subject: RE: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - Assessment Inquiry

Good Morning,

Q2 2022: Previous owner Daniel R Zigmund…

- Billing: $29.02 + $4.35 = $33.37 (The bill is so low because the costumer was on vacation hold for Q1 so the credit was applied to Q2)
- Size: 60gal
- Payment: $0.00
- Contact:
    - 6/20/2022: Remove the vacation hold early because selling the house effective 6/22/2022

Q3 2022:

- Billing: $98.67 - $64.37 (cancelation effective 7/31) = $34.30 + 3.44 (late fee) = $37.74 Currently owing for June 22 – July 31
- Size: 60gal
- Payment: Nothing currently
- Contact:
    - 7/11/2022: Called to cancel the account effective 7/31/2022
    - 8/2/2022: Called to get the balance on the account

Thanks

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

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 20, 2022 9:23 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra <SHallada@republicservices.com>
Subject: FW: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - 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.

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, September 20, 2022 9:08 AM
To: Consortium < grevering.sph@gmail.com >; Sarah Haas < sarah.haas@ci.stpaul.mn.us >
Subject: 205 George St W, Saint Paul, Minnesota, 55107 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 205 George St W, Saint Paul, Minnesota, 55107. Please forward to Republic Services for their input.

Ticket ID#: 12833

Ticket Requester: Dana Diederich

Ticket Requester Email: (if available) dcdiederich@gmail.com

Ticket Request Phone Number: (if available) +16513395178

Property ID #: 072822130168

Property Address: 205 George St W, Saint Paul, Minnesota, 55107

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

Billing year for Pending Assessment: 2021

Pending Assessment Amount: $33.37

Hauler: Republic Services

Ticket Comments: Staff would like to inquire as to why the assessment is for $33.37. Therefore, provide the following information for Q2 - Q3 2022:

- Itemized breakdown of invoice

- Payment history

- Contact with property owner

- Any changes made to the account

Thank you,

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
https://www.stpaul.gov/garbage