

Lydia Campbell

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, January 9, 2024 8:43 PM
To: Lydia Campbell
Subject: Re: FW: FW: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

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

fwd

On Thu, January 4 at 15:12, 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: Thursday, January 4, 2024 12:48 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

I count 70bags...

4/21: 10bags

4/28: 6bags

5/12: 15bags

5/19: 6bags

6/3: 8bags

6/9: 8bags

6/16: 7bags

6/30: 10bags

Total bags: 70bags in Q2 2023, I did send the pictures of Q3 2023 so you have them just in case they get disputed also. Thanks

Thanks

Frances

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

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

[o 651.286.4588](tel:651.286.4588)

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



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, January 3, 2024 5:03 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances,

Please see request from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, January 3, 2024 4:24 PM
To: Consortium <grevering.sph@gmail.com>
Cc: Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: Re: FW: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

I received the photos that you shared. Thank you for double checking your sent messages to find them.

From what you shared, I am counting 54 bags during April-June.

33 of the bags that you sent pictures of are dated July & August; these should be applied to the Q4 bill. Given this information, the total bill sent to the city for assessment payment in Q3 should have been:

2 - 96gal carts (\$116.40 each) + late fees (15%) = \$239.78

54 - Extra bags (\$3.00 each) + late fees (15%)= \$186.30

Total= \$426.08

This would mean a total reduction in payment of \$163.51

Let me know if you see any errors in my calculations and please reply by noon tomorrow.

Thank you

On Wed, December 27 at 10:37, Lydia Campbell wrote:

I looked at all the emails you sent and don't see any embedded or attached images. Am I missing something?

On Tue, December 19 at 9:44, Lydia Campbell wrote:

Greg-

We have no record of this email. Can you please double check your inbox to see if something was missed? Maybe it got sent directly to Sarah's email? It is not in my direct email inbox not can I find any other emails related to 658 Edmund Ave that were sent separately, outside of this ticket.

-Thank you

On Mon, December 18 at 16:12, 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: Monday, December 18, 2023 3:30 PM

To: grevering.sph@gmail.com

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

Subject: RE: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

I have provided the city already with all the pictures that go with the 70 bags that were collected during Q2 2023. As far a dumpster at this property, I have no record of one ever being delivered or serviced by Republic Services.

Thank you

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: Monday, December 18, 2023 3:10 PM

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

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

Subject: FW: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances,

Please see request from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Monday, December 18, 2023 12:45 PM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello. Please provide the pictures that we requested.

70 bags is very high number and PO states that the number is closer to 20-30.

Also, City records show that there was a complaint of trash dumping, including at least two bulky items, but PO states that they paid for a separate dumpster to clean it up. There is a City record showing that a large dumpster was indeed permitted at the address.

On Mon, December 11 at 11:16, Sarah Haas wrote:

What I'm wondering is if you have pictures.

--

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

On Wed, December 6 at 13:43, 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: Wednesday, December 6, 2023 12:29 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

We have never charged this on previous invoices...

Q2 2023:

- Billing: \$169.24 (April 7th – June 30th) + \$17.88 (late fee) - \$50.00 (payment) = \$137.12
- Payment: \$50.00 on 4/8/2023
- Size: 90/90

Q3 2023:

- Billing: \$471.34 + \$70.71 (late fee) = \$542.05
- Size: 90/90
- Payment: \$0.00
- Note: 70 extra bags collected between April – June

Q4 2023:

- Billing: \$318.42 + \$31.84 (late fee as of today) = \$350.26
- Payment: \$0.00
- Size: 90/90
- Note: 33 extra bags collected between July - September

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: Monday, December 4, 2023 3:33 PM

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

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

Subject: FW: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances,

Please see request from Sarah.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Sarah (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Monday, December 4, 2023 3:20 PM

To: Consortium <grevering.sph@gmail.com>

Subject: Re: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Can I get a reply on this?

--

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

On Wed, November 29 at 9:25, Sarah Haas wrote:

70?! do you happen to have images? What about for the other quarters?

--

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

On Wed, November 29 at 9:22, 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: Wednesday, November 29, 2023 8:59 AM

To: grevering.sph@gmail.com

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

Subject: RE: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

Q3 2023:

- Billing: \$471.34 + \$70.71 (late fee) = \$542.05
- Size: 90/90
- Payment: \$0.00
- Note: Customer has had 70 extra bags picked up in Q3 2023, that is why the bill is so high.

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, November 29, 2023 6:16 AM

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

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

Subject: FW: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - 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 Sarah.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Sarah (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Tuesday, November 28, 2023 6:44 PM

To: Consortium <grevering.sph@gmail.com>

Subject: 658 Edmund Ave, St. Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 658 Edmund Ave, St. Paul, Minnesota, 55104. Please forward to Republic Services for their input.

Ticket ID#: 285923

Ticket Requester: Hattie Ward

Ticket Requester Email: (if available) hattieward53@gmail.com

Ticket Request Phone Number: (if available) +15623268649

Property ID #: 352923140103

Property Address: 658 Edmund Ave, St. Paul, Minnesota, 55104

Quarter Pending Assessment is for: Quarter 3 (July - September)

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$589.59

Hauler: Republic Services

Ticket Comments:

Resident states that she contacted the hauler in late July to put the service on hold. She also reports that she has one can at the property currently and has since July. She states this was reported to Republic.

The bill seems quite high for a duplex.

Please also provide the following information:

- Name and mailing address on the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

The past three quarters were also quite high. Can you send itemized statements for the year

Thank you,

Lydia Campbell

City of Saint Paul

Department of Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

--

Sarah Haas

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

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