

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, April 23, 2020 9:06 AM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: Incorrect Billing for Q1 and Q2- 481 St. Anthony

Follow Up Flag: Follow up
Flag Status: Completed

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

Chris,
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: Thursday, April 23, 2020 9:05 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Incorrect Billing for Q1 and Q2- 481 St. Anthony

Good morning,

Please remove the certification from this property for Q4 2019. The new owner paid it on the current invoice. The reason why it was billed 2 quarters in 1 invoice is the customer set up service in the middle of the quarter for service 10/1/2019 and so it bills together on the next quarter as we don't bill in the middle of a quarter.

Hope this helps. Thank you

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, April 23, 2020 7:06 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Incorrect Billing for Q1 and Q2- 481 St. Anthony

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing"

Frances,
Please see billing complaint below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, April 22, 2020 4:48 PM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: Incorrect Billing for Q1 and Q2- 481 St. Anthony

Romack,

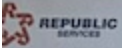
Resident sent us a copy of their Q1 2020 bill. See invoice below on the left.

It appears that RS charged her for Q4 2019 and Q1 2020 on this bill. There appears to be a back bill on this invoice. Additionally, RS sent a Q4 2019 assessment for \$117.80 to the city. It would appear that RS **double** charged this resident for the assessment. Please review the account and tell me what happened here.

Next billing issue. The resident provided a copy of the Q2 2020 bill. See invoice on the right.

The amount owed on the invoice is \$104.43. There is a late fee included in the invoice. The invoiced amount is \$4.98 more than what the base price should be. It would appear that RS **double** charged this late fee.

Please review the account and tell me what happened here.



4325 East 90th St
Inver Grove Heights MN 55075
Customer Service (952) 941-5174
RepublicServices.com/Support
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Account Number 3-0923-0074734
Invoice Number 0623-004228113
Invoice Date January 25, 2020
Previous Balance \$0.00
Payments/Adjustments \$0.00
Current Invoice Charges \$201.87
Total Amount Due \$201.87
Payment Due Date January 25, 2020

CURRENT INVOICE CHARGES				
Description	Balance	Quantity	Unit Price	Amount
Aliyah Primus 481 Saint Anthony Ave Saint Paul, MN Contract: 89354 (C1)				
1 Waste Container 80 Gal, 1 L/R Per Week		1.0000	\$74.37	\$74.37
Residential Service 1205-1205		1.0000	\$72.18	\$72.18
Residential Service 0101-0301			\$74.37	\$74.37
Total County Environmental Charge				\$14.03
Total Solid Waste Management Tax				\$14.29
CURRENT INVOICE CHARGES				\$201.87

Paid 2/19 online
My mail - press = 91454321

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Account Number 3-0923-0074734
Invoice Number 0623-004228113
Invoice Date April 25, 2020
Previous Balance \$211.95
Payments/Adjustments \$211.95
Current Invoice Charges \$104.43
Total Amount Due \$104.43
Payment Due Date April 25, 2020

CURRENT INVOICE CHARGES				
Description	Balance	Quantity	Unit Price	Amount
Aliyah Primus 481 Saint Anthony Ave Saint Paul, MN Contract: 89354 (C1)				
1 Waste Container 80 Gal, 1 L/R Per Week				\$72.18
Residential Service 0401-0630				\$72.18
Total County Environmental Charge				\$14.03
Total Solid Waste Management Tax				\$14.29
CURRENT INVOICE CHARGES				\$104.43

Payment - Thank You 0019

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4325 East 90th St
Inver Grove Heights MN 55075
Return Service Requested
30480 1 AX 0.00 874001
ALYAH PRIMUS
481 SAINT ANTHONY AVE
SAINT PAUL, MN 55103-2207

Total Amount Due \$201.87
Payment Due Date January 25, 2020
Account Number 3-0923-0074734
Invoice Number 0623-004228113

Total Enclosed
For Billing Address Changes, Check Box and Complete Payment
Make Checks Payable To
REPUBLIC SERVICES #923
PO BOX 8001154
LOUISVILLE KY 40260-1154

3012300747340000042281130000201670000201677



4325 East 90th St
Inver Grove Heights MN 55075
Return Service Requested
30480 1 AX 0.00 86200
ALYAH PRIMUS
481 SAINT ANTHONY AVE
SAINT PAUL, MN 55103-2207

Total Amount Due \$104
Payment Due Date April 25, 2020
Account Number 3-0923-0074734
Invoice Number 0623-004228113

Total Enclosed
For Billing Address Changes, Check Box and Complete Payment
Make Checks Payable To
REPUBLIC SERVICES #923
PO BOX 8001154
LOUISVILLE KY 40260-1154

3012300747340000043295970000104430000104435