

108 Cleveland
Ave S

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 1, 2020 5:27 PM
To: sam@rentfairway.com
Cc: Vang, Mai (CI-StPaul)
Subject: Final Recommendation for 108 Cleveland Avenue South

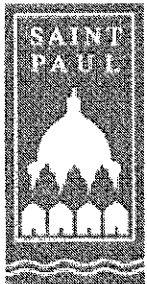
Hello Sam,

My apologies for the delay. I have included below our final recommendation that we will present at the legislative hearing tomorrow:

*Hauler confirmed that assessment was for backfilling that was originally meant to cover inaccurate invoices generated for Quarter 4 2018 - Quarter 2 2019. Since the beginning of the program, the level of service at this property has been for three 68 gallon trash carts and 1 95 gallon trash carts. This correct invoice for this service level would be \$390.68. In Q4 2018 an invoice was issued for \$310.85 (\$79.83 short). In Q1 2019, an invoice was generated for \$316.47 (\$74.21 short), and in Quarter 2 2019 an invoice was issued for \$0.00 (\$89.75 short). This led to a back bill of \$240.79 with late fees of \$33.22. **Staff recommends removing the late fees of \$33.22 and reducing the assessment to \$240.79.***

As you can see, we are recommending that the assessment be reduced from \$274.01 to \$240.79. If you are in agreement with the recommendation, there is no need to attend the hearing. If you would like to attend the hearing and contest the assessment, please let me know before 9:00 AM tomorrow. All hearings will be done telephonically meaning that we will be contacting you sometime between 9:00 AM and 10:00 AM at 952-242-4105

Thank you!



The Most Livable
City in America

Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

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F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us



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Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 1, 2020 4:15 PM
To: Vang, Mai (CI-StPaul)
Subject: FW: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mai,

Can you add this to the legistar file for 108 CLEVELAND AVENUE SOUTH?

Thank you!



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 1, 2020 1:22 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
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: Wednesday, April 1, 2020 1:16 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

108 CLEVELAND AVE S:

- 1) Yes, this is correct. This includes the late fees
 - a. We can remove the late fees and only certify \$240.79

Thanks
Frances

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
e 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: Wednesday, April 1, 2020 8:40 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

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

Frances,
Please see information and request below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, March 31, 2020 5:03 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances.

Here are my calculations for the back bill:

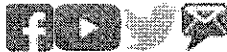
Q4 2018: \$390.68 - \$310.85 = \$79.83
Q1 2019: \$390.68 - \$316.47 = \$74.21
Q2 2019: \$390.68 - \$300.93 = \$89.75

Together, the total back for the three quarters should be \$240.79. I did notice that the assessment that was sent to the City was for \$274.01. Can you please explain why this is \$33.22 more than due? My assumption is that the \$274.01 is with the late fees added, correct? **Again, please provide a response by tomorrow at 2:00 pm.**



Clare Pillsbury
Management Assistant I
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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 31, 2020 3:09 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see breakdown below.

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

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

Sent: Tuesday, March 31, 2020 3:08 PM

To: grevering.sph@gmail.com

Cc: Franklin, Romack <RFranklin3@republicservices.com>

Subject: RE: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

1. Level of service: 3 – 68gal trash carts and 1- 95gal trash cart
2.
 - a. Q4 2018: (invoiced at the incorrect rate)
 - i. Invoiced: \$310.85
 - ii. Cust Pd: \$310.85 on 1/2/2019
 - b. Q1 2019: (invoiced at the incorrect rate)
 - i. Invoiced: \$316.47
 - ii. Cust Pd: \$316.47 on 1/24/2019
 - c. Q2 2019: (invoiced at the incorrect rate)
 - i. Invoiced: \$300.93
 - ii. Cust Pd: \$300.93 on 4/25/2019
 - d. Q3 2019: (invoiced correctly)
 - i. Invoiced: \$399.21
 - ii. Cust Pd: \$399.21 on 8/8/2019
 - e. Q4 2019: (invoiced correctly)
 - i. Invoiced: \$386.44
 - ii. Cust Pd: 386.44 on 10/24/2019
 - f. Back bill:
 - i. Invoiced: \$269.27
 - ii. Cust Pd: \$0.00
3. This is included in the #2 question.

Customer should have been billed: \$390.68 per Quarter. The back bill is the total invoiced – what should have been invoiced. \$1953.40 - \$1713.90 = Back bill (\$269.27)

Please let me know if it answers your questions

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
e festrella@republicservices.com
t 651-286-4588
w RepublicServices.com



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 31, 2020 1:33 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,
Please see information and request below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, March 31, 2020 1:01 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 108 CLEVELAND AVENUE SOUTH; UNIT 4 (PID: 042823320119)
Property Owner: Sam Daoud
Phone Number or Email: 9522424105; sam@rentfairway.com
Pending Assessment Amount: \$274.01
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Resident stated that the amount of the assessment is not correct. They believe that Republic Services made a mistake on previous billing invoices and sent backbill for Q4 2019. Property owner reported that they have been current with all payments.

Please provide the following information for Q4 2018 – Q4 2019

1. Level of service provided
2. Itemized Invoice
3. Payment made by the property owner

Thank you!

Clare Pillsbury
Management Assistant I
Saint Paul Public Works



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Saint Paul, MN 55102
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