

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, March 18, 2020 10:06 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: 908 LAUREL AVENUE- (Q4) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Flagged

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 18, 2020 7:51 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 908 LAUREL AVENUE- (Q4) Assessment Error/Complaint Inquiry

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: Wednesday, March 18, 2020 7:38 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 908 LAUREL AVENUE- (Q4) Assessment Error/Complaint Inquiry

Good Morning,

There was late fees as the customer didn't pay. To make this a new clean start lets remove the late fees and just assess the \$163.77. Thank you

Frances

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:efestrella@republicservices.com)
o 651-286-4588



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 16, 2020 4:33 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 908 LAUREL AVENUE- (Q4) 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 attachment and information 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: Monday, March 16, 2020 4:18 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 908 LAUREL AVENUE- (Q4) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 908 LAUREL AVENUE (PID: 022823240014)
Property Owner: Giovanni A Pizzuti
Phone Number or Email: 6122222111; alena_lashuk@yahoo.com
Pending Assessment Amount: \$480.64
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property currently has one 64-gallon container and one 35 gallon container with every other week service. The assessment should be \$163.77. Property owner had the same issue with incorrect back billing for a Q3 2019 assessment (please see attached e-mail). Please break down the Q4 2019 bill and explain why the property owner is being charged significantly more than they should be for the service provided.

Thank you!

Clare Pillsbury



The Most Livable
City in America

Management Assistant I

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

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us



www.stpaul.gov/garbage