

Pillsbury, Clare (CI-StPaul)

From: Greg Revering <grevering.sph@gmail.com>
Sent: Tuesday, June 21, 2022 12:43 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: Fwd: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - 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.

Sent from my iPhone

Begin forwarded message:

From: "Estrella, Frances" <FEstrella@republicservices.com>
Date: June 21, 2022 at 11:51:27 AM CDT
To: Greg Revering <grevering.sph@gmail.com>
Cc: "Mathiasen, Beverly" <BMathiasen@republicservices.com>
Subject: RE: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

Q1 2022:

- Billing: \$246.43 + \$3.49 (late fee) - \$69.91 (credit) = \$180.01
- Size: 90/EOW/EOW
- Payment: \$176.62 on 1/24/22
- Contact:
 - o 1/31/2022:
 - I (Frances) submitted a credit to the account for no carts on site \$69.91 total credit

Q2 2022:

- Billing: \$225.41
- Size: 90/EOW/EOW
- Payment: \$225.41 on 4/19/2022
- Contact: No contact

Please remove the \$3.83 amount. Thank you

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: Greg Revering <grevering.sph@gmail.com>

Sent: Tuesday, June 21, 2022 11:17 AM

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

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

Subject: Fwd: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - 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.

Sent from my iPhone

Begin forwarded message:

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

Date: June 21, 2022 at 10:32:07 AM CDT

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

Subject: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

Ticket ID#: 9104

Ticket Requester: Lyle Kratzke

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

Ticket Request Phone Number: (if available) 16513435779

Property ID #: 022823140089

Property Address: 640 Holly Ave, Apt 1-3, Saint Paul, Minnesota, 55104

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$3.83

Hauler: Republic Services

Ticket Comments: Property owner feels that they should not have been charged an additional \$3.83. They claim that Republic Services owes them money since they were overcharged for garbage in 2021. **Please provide the following information for Q1 2022 - Q2 2022:**

- Service Level (size and number of carts)
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

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