

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 14, 2020 11:07 AM
To: Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 42 Baker St W - (Q4 2019) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Flagged

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: Tuesday, July 14, 2020 10:32 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 42 Baker St W - (Q4 2019) Assessment Error/Complaint Inquiry

Clare,
I have no record of a phone call to make a payment during Q4 2019. Customer called on 1/15/2020 to change the name out of husbands name as it was a painful reminder that he had pass. But no call about any payments to make over the phone.

Thanks
Frances

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](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 14, 2020 10:19 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 42 Baker St W - (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 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, July 14, 2020 10:17 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 42 Baker St W - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. It looks like the resident did try to make a payment by phone. Do you have any record of contact with the resident during Q4 2019? **If so, please provide it by 12:30 PM today.**



Clare Pillsbury
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

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Thank you!

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 14, 2020 10:08 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 42 Baker St W - (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: Tuesday, July 14, 2020 10:07 AM
To: Franklin, Romack <RFranklin3@republicservices.com>; grevering.sph@gmail.com
Subject: RE: 42 Baker St W - (Q4 2019) Assessment Error/Complaint Inquiry

Good Morning,

Q3 2019:
Billed: \$102.44
Payment: \$0.00

Q4 2019:
Billed: \$102.44
Payment: \$0.00

Q1 2020:
Billed: \$99.43
Payment: \$104.40 on 2/20/2020

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](tel:651-286-4588)

w RepublicServices.com



We'll handle it from here.

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Monday, July 13, 2020 6:40 PM
To: grevering.sph@gmail.com; Estrella, Frances <FEstrella@republicservices.com>
Subject: RE: 42 Baker St W - (Q4 2019) Assessment Error/Complaint Inquiry

Chris,

We are working to confirm this payment and will respond tomorrow.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com
o 651-286-4575 c 612-300-7497
w www.republicservices.com



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Saturday, July 11, 2020 11:57 AM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 42 Baker St W - (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: Friday, July 10, 2020 4:36 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 42 Baker St W - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 42 Baker St W (PID: 072822410026)
Property Owner: Gerald J Barriault
Phone Number or Email: 763-645-6639
Pending Assessment Amount: \$117.80
Quarter Pending Assessment is For: Garbage Service Large Cart weekly; 3 Late Fees; Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they paid this bill in November 2019 by phone. Please confirm that this payment was made. Please also send the invoice and payment history for this account from Q3 2019 – Q1 2020. Please provide this information by Monday July 13 at 4:00 PM, if possible, as the legislative hearing for this property is next week.

Thank you!



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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