

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Friday, January 24, 2020 2:17 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Young, Susan (CI-StPaul); Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

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

Clare,  
Please see update from Republic.

*Greg Revering*

Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Friday, January 24, 2020 2:15 PM  
**To:** grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

I just informed the customer if she had anything that was owed to the city to contact you to pay. Otherwise everything else was taken care of.

Thanks

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> 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.®

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, January 24, 2020 11:23 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>; Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

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Please see question from Clare.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, January 24, 2020 11:21 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

Thank you. What is the "certification" that you are requesting that she pay?



**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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Thursday, January 23, 2020 12:00 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

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

Clare,

Please see Frances email below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Thursday, January 23, 2020 11:24 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

Clare,

Please see Frances email below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



"We'll handle it from here."

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Thursday, January 23, 2020 11:14 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

Good Morning,

I don't know why the customer said that we wouldn't put it on hold when I personal spoke to the customer and she informed me that she needed a vacation hold but it wasn't completed correctly. So I personally entered in credit to the system for the vacation hold. She currently has a credit on the account of \$3.01. I informed her to pay the certification and then the rest would be cleared on our end for the vacation hold. The credits went against the current invoices of 10/1/2019 – 3/31/2020. Customer would owe the certification (if that is what she is disputing)

```
8610951 00001 RACHELLE K CAMMISULI 651 207-7519 Origin C
2127 NORTONIA AVE
SAINT PAUL, MN 55119-3547
CL0 Code: Description CR-Date Time PTY Subject
Y ADTB AD - TO-BE-INVO 8 22 19 9:03 N RESI ADJ
Service Code ADCR Recorded: COLONFR
Text
tbi
69.75 tax 04 (Oct - Dec service)
69.75 tax 04 (Jan - Mar service)
customer was on a vacation hold and was never properly put o
n
```

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> St E  
Inver Grove Heights, Mn 55076  
e [festrella@republicservices.com](mailto:festrella@republicservices.com)  
o 651-286-4588  
w [RepublicServices.com](http://RepublicServices.com)



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**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Wednesday, January 22, 2020 11:38 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

Please review and respond accordingly.

Thank you

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here."

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, January 22, 2020 11:33 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

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

Romack,  
Please see request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, January 22, 2020 10:30 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>  
**Subject:** 2127 Nortonia Ave- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 2127 Nortonia Ave (PID: 262922420105)  
**Property Owner:** Rachelle K. Cammisuili  
**Phone Number or Email:** None (received letter from resident with no contact information)  
**Pending Assessment Amount:** \$110.48  
**Quarter Pending Assessment is For:** Garbage Service Medium Cart, 3 Late Fees; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that she had never received services from Republic Services since the start of coordinated collection. Can you please confirm that property was receiving service for one 64-gallon medium cart? She also stated that she was refused a temporary service hold due to outstanding bills. Could you give me an overview of the situation with this resident and why the service hold was denied?

Thank you!

**Clare Pillsbury**



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### ***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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)