

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, July 2, 2020 1:41 PM
To: Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 774 ASHLAND AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see update below from Frances.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, July 2, 2020 1:38 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 774 ASHLAND AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Good Afternoon,

- 1) Q1 2020:
 - Invoiced: \$67.28 (1/5/2020) 32gal weekly
 - Late fee: \$3.36 (2/6/2020)
 - Payment: \$67.28 on 2/14/2020

- Q2 2020:
 - Invoiced: \$70.64 (4/5/2020) 32gal weekly
 - Late fee: \$3.36 (we credited this off as it was a system error)
 - Payment: \$74.00 on 4/21/2020

- 2) Payment history:
 - Q1: 2/14/2020
 - Q2: 4/21/2020

Currently there is a credit on the account for the amount of \$3.36 This is for the fact that the customer paid the invoice in full for Q2 2020 and we submitted a credit for the system generated late fee error that we caught and corrected.

Hope this helps. Thank you
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: Thursday, July 2, 2020 10:13 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 774 ASHLAND AVENUE - (Q1 2020) 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: Thursday, July 2, 2020 10:07 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 774 ASHLAND AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 774 ASHLAND AVENUE (PID: 022823130089)
Property Owner: JOHN P ANDRASTEK
Phone Number or Email: jhealy100@gmail.com
Pending Assessment Amount: \$3.36
Quarter Pending Assessment is For: Garbage Service Late Fee 1 month, Small weekly Cart Service; January to March 2020

Summary of Issue: Property owner stated that they paid the \$3.36 with their Quarter 2 2020 garbage bill. Was this late fee added to their Quarter 2 2020 Invoice? Please send the following information:

- Break down of all invoices from Q1 & Q2 2020
- Payments made during Q1 & Q2 2020

I will need the information by 4:00 PM today, if possible. Thank you!



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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