

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Monday, March 16, 2020 3:11 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Clare,

Because RS charged an incorrect amount for the back bill please adjust the Q4 assessment from \$374.72 to \$326.80. We are removing the late charges as the resident was sent an incorrect bill.

cs

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**From:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Sent:** Friday, March 6, 2020 11:43 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Can we go over this one together at some point on Monday? I just have a few questions.



### 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:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Friday, March 6, 2020 11:19 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Clare,

We should recommend approval of the assessment but adjust the amount that was assessed. We need to be sure they also did the taxes right on this. Please determine the 5% late fee for this account.

cs

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, March 6, 2020 9:01 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks Chris.

Should I just recommend approval of the pending assessment then?



**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

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Thursday, March 5, 2020 12:03 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Frances,

Thanks for the response. We are in agreement with the carts and the back bill.

Romack, what I see below is that RS incorrect charged this resident for the back bill. Did RS charge other duplexes this incorrect amount?

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, March 5, 2020 10:35 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,  
Please see clarifying question below from Frances.

*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](mailto:FEstrella@republicservices.com)>  
**Sent:** Thursday, March 5, 2020 10:33 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Chris,

Please clarify your findings? This customer is a duplex so the cost should be \$96.08 x 2 as they have 2 68gal trash carts as a duplex not a single family home with an extra cart.

Please clarify. Thank you

Back billing breakout:  
\$599.76 (customer Billed)  
\$697.50 (should have been billed)  
\$97.74 (difference plus taxes) Total: \$134.64

Please remove \$19.12 from the back bill certification. Thank you

**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)



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, March 4, 2020 4:00 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 2175 Beech Street - (Q4 2019) 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"

Frances,  
Please see clarifying question below.

*Greg Revering*

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Wednesday, March 4, 2020 3:47 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Frances,

Can you please breakdown why the back bill is \$153.73? That seems higher than what we would expect to see based on the difference between the full and extra cart quarterly cost. See below for breakdown.

Cart Size	Quarterly Cost	Extra Cart Cost	Less per Quarter	3X Quarters
Medium	\$ 96.08	\$ 51.20	\$ 44.88	\$ 134.64

Chris

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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, March 4, 2020 1:33 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,  
Please see update below from Frances.

*Greg Revering*

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

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Wednesday, March 4, 2020 1:20 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon,  
\$153.73 of the back bill

\$192.16 Q4 invoice

\$28.83 – late fees

Total: \$374.72

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

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Wednesday, March 4, 2020 10:19 AM

**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>; Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Subject:** FW: 2175 Beech Street - (Q4 2019) 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"

Frances,

Please see information and request below.

*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:** Wednesday, March 4, 2020 10:17 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)>

**Subject:** 2175 Beech Street - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic:

**Property Address & PID:** 2175 Beech St; 352922110019

**Property Owner:** Raymond F Heyer

**Phone Number or Email:** Unknown

**Pending Assessment Amount:** \$374.72

**Quarter Pending Assessment is For:** Garbage Service Q4 Oct 1-Dec 31 2019

**Summary of Issue:** Our records show that Resident currently has two 64-gallon carts at the property. Therefore the the assessment sent to the city should be \$220.96 (the cost of two 64-gallon carts with late fees). However, the current assessment is \$374.72. **Please explain the discrepancies.**

Thank you!



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**Clare Pillsbury**

***Management Assistant I***

Saint Paul Public Works

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Saint Paul, MN 55102

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