

## Pillsbury, Clare (CI-StPaul)

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**From:** Haas, Sarah (CI-StPaul)  
**Sent:** Friday, December 18, 2020 1:45 PM  
**To:** Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)  
**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

We've never taken it off UDRF. My understanding is this is still on UDRF and the only change for that is that I need to update the hauler sheet. We sent Republic a start UDRF, but not a stop. Your recommendations sounds perfect to me....not that you were asking for my opinion lol. I will update the sheet.

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**From:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Sent:** Friday, December 18, 2020 1:32 PM  
**To:** Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

Sounds good. Thanks Sarah! So the UDRF was documented with the city until August 2020 then? I am going to recommend that Republic provide credits for Q1 – Q2 2020. I will reduce the Q3 2020 assessment to the cost of one 64-gal cart.

Chris, should I be removing the Q3 2020 Assessment from the city or the hauler assessment payments?



**SAINT PAUL**  
**MINNESOTA**

**Clare Pillsbury**  
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**From:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Sent:** Friday, December 18, 2020 1:27 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

December 19, 2019 we sent the UDRF work order effective 1/1/2020.

We never sent a work order to stop the UDRF, however it was changed in our documents in sept with no note or anything so I don't know who, when, or why.

Due to this change in our sheet it would have not shown up on the list sent to them in August (I have only a vague memory of this).

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Sent:** Thursday, December 17, 2020 1:09 PM

**To:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

Weird. Thanks for looking into this Sarah! I will wait for more updates from you then.



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**From:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>

**Sent:** Thursday, December 17, 2020 1:02 PM

**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** FW: 734 Hall Avenue Q3 2020 Assessment Inquiry

This was sent on the 12-19-19 update. However, at some point it stopped showing up in the vacant list (not sure why or when, looking in to that). I will also look for an update that states it should be removed, which I don't see that either.

Let me take a look at the updates and get you those details, Clare.

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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, December 17, 2020 12:55 PM

**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>

Cc: Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

Subject: FW: 734 Hall Avenue Q3 2020 Assessment 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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Thursday, December 17, 2020 12:11 PM

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

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

Good afternoon Clare,

I just checked in in the Master spreadsheet that the city sent me on 8/4/2020 with all of RS vacant properties and this address isn't listed and I also went back to the "UPDATED" tab under the Dec – March updates and this address doesn't appear on this tab. I will go ahead and make 1 of the 2 carts vacant and we will schedule the removal of this cart going forward. Thank you

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

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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:** Thursday, December 17, 2020 11:57 AM

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

Cc: Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

Subject: FW: 734 Hall Avenue Q3 2020 Assessment 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 request and information below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Sent:** Thursday, December 17, 2020 11:33 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>

**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

Thank you Frances. It does show in our records that the property owner did submit a vacancy request to the City on 12/19/2019 for one of the property units. This would have been sent to Republic Services in the hauler update that was sent in January 2020. Therefore, it should have gone into effect on January 1, 2020. Therefore, all the invoices generated in 2020 should have only been for 1 64-gal cart. **Please provide an explanation as to why the vacancy was never registered despite multiple conversations between Republic and the property owner. Going forward, we need Republic to update its records to show that one of the units is current vacant.**

**Please also provide the following reimbursements for Q1 and Q2 2020 and update the invoice for Q4 2020 to \$93.07.**

We will reduce the Q3 2020 Assessment to \$93.07:

**Q1 2020:** \$121.00

**Q2 2020:** : \$93.07

Thank you!



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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, December 17, 2020 10:53 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** FW: 734 Hall Avenue Q3 2020 Assessment Inquiry

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Clare,  
Please see update from Frances.

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

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Thursday, December 17, 2020 10:42 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 734 Hall Avenue Q3 2020 Assessment Inquiry

- Invoice Records:
  - o Q4 2019: \$192.16
  - o Q1 2020: \$186.14
  - o Q2 2020: \$186.14
  - o Q3 2020: \$186.14
  - o Q4 2020: \$186.14
- Payment Records:
  - o 2/28/2019: \$166.42
- Contact with hauler:
  - o 2/28/2019: Customer called to cancel service on 1 of the 2 carts, was informed to contact the city for vacancy
  - o On 12/6/2019: Driver confirmed that he has had 2 60gal carts on site and has been using both
  - o 1/2/2020: Customer called to say that 1 of the 2 carts is vacant was informed to contact the city to request vacancy he said he called them.
  - o 1/24/2020: Customer called to have the carts removed. Only needed 1
  - o 5/5/2020: Customer called and informed RS that the city said that he could keep both carts on site for the price of 1 cart. Manteza informed the customer that is incorrect information and that he would be charged for both carts if he didn't want both carts that he would have to fill out a vacancy form.
  - o No other calls since 5/5/2020
- Service Level:

- Q4 2019: 2 - 68gal trash cart
- Q1 2020: 2 - 68gal trash cart
- Q2 2020: 2 - 68gal trash cart
- Q3 2020: 2 - 68gal trash carts
- Q4 2020: 2 - 68gal trash carts
- Any cart switches:
  - Nothing has ever been switched or removed from this property.

Thank you  
Frances

**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:** Thursday, December 17, 2020 9:06 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 734 Hall Avenue Q3 2020 Assessment 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)

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Thursday, December 17, 2020 9:04 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: 734 Hall Avenue Q3 2020 Assessment Inquiry

Please forward to: Republic Services

**Property Address & PID:** 734 Hall Avenue & 72822410145

**Property Owner:** MATTHEW KUEHN

**Phone Number or Email:** 952-738-1905 or [m.r.kuehn@hotmail.com](mailto:m.r.kuehn@hotmail.com)

**Pending Assessment Amount:** \$186.14

**Quarter Pending Assessment is For:** Q3 2020

**Summary of Issue:**

Property states that they are being charged for both a 64-gal cart and a 35-gal cart on their property when they only have a 64-gal cart on their property due to a registered vacancy submitted on 12/19/2019. Please provide the following records for Q4 2019 – Q4 2020:

- Invoice Records
- Payment Records
- Contact with hauler
- Service Level
- Any cart switches



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