

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, April 17, 2020 12:11 PM
To: Swanson, Christopher (CI-StPaul)
Subject: RE: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Done. Thank you Chris!



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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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, April 16, 2020 2:01 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Clare,

Please remove the assessment and follow up with the resident that the assessment has been removed and his Q2 bill will be reduced. He can expect a call back from RS on the bill. I am going to have RS call this resident back and tell him how much he owes for Q2.

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, April 16, 2020 1:46 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,
Please see update from Frances.

Greg Reuvering

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, April 16, 2020 1:45 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon,

Yes, I agree to remove the certification on this account and also submit the credit for the \$99.14 which will go on the account and be applied to the Q2 2020 current invoice on the account. Customer would only owe the difference.

As far as the why was the credit never applied. After researching what happened it looks like the credit department looked at it like a duplicated credit and closed out the credit note and it didn't apply. I do apologize for this and I will make sure that the credit it applied this time around. Thank you

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
w RepublicServices.com



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 15, 2020 4:22 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1003 Englewood Ave- (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 attachment and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Sent: Wednesday, April 15, 2020 3:07 PM

To: grevering.sph@gmail.com

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

Subject: RE: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Romack and Frances,

Please see the attached e-mail. It appears as though the account should have received a credit of \$264.16. Since the property owner has not been issued a check, we are going to recommend removing the assessment of \$165.02. Please remove this amount from the original credited amount of \$264.16 and apply the remaining credit of \$99.14 to the bill for Q3 2020.

Additionally, why was the credit not applied to his account?

Chris

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

Sent: Monday, April 13, 2020 3:31 PM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances!



Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 13, 2020 2:44 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1003 Englewood Ave- (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: Monday, April 13, 2020 10:07 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Good Morning,
We have only ever received 1 payment from this customer and it was on 2/25/2020 in the amount of \$141.29

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: Monday, April 13, 2020 8:22 AM

To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1003 Englewood Ave- (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, April 10, 2020 4:41 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1003 Englewood Ave- (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 1003 Englewood Ave (PID: 262923330042)
Property Owner: William P Ventura
Phone Number or Email: Ventura@Comcast.net
Pending Assessment Amount: \$165.02
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they paid their Q4 2019 Invoice. Can you provide a complete history of invoices and payments from Q4 2018 – Q1 2020 so that we can verify when payments were made for each quarter?

Thank you!



Clare Pillsbury

Management Assistant I

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