

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Wednesday, July 15, 2020 11:09 AM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 755 MINNEHAHA AVE W - (Q1 2020) 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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Wednesday, July 15, 2020 10:45 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Clare,  
Customer would call in to get carts removed from property but nothing about a missed pick up. The calls we received was either that when we dumped the carts we would leave them too close to her car. And then I have 2 on 2/7/2020 and 2/14/2020 where the carts where not out for pick up.

Thanks

**Frances Estrella**  
Billing Coordinator

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



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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, July 15, 2020 10:33 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

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Frances,  
Please see follow up question.

*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, July 15, 2020 10:28 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)>  
**Subject:** RE: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Frances. One additional question. Were there any recorded missed pickups for that property during Q1 2020?



**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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---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 15, 2020 10:26 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)>  
**Subject:** FW: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

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Clare,  
Please see attached and response below.

***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, July 15, 2020 10:21 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Good afternoon,

Sorry Clare, I provided the cart picture for current carts on site. Here is the picture from Q1 2020. The customer had a 68gal and a 32gal EOW cart on site till 4/17/2020.



Thanks  
Frances

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> St E  
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[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:** Tuesday, July 14, 2020 4:30 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

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Please see question 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:** Tuesday, July 14, 2020 4:29 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Frances. Were these the two carts that were on site during Q1 2020? The assessment amount appears to be for 1 64-gal cart and 1 35-gal cart.

**Please provide a response by tomorrow at 10:30 AM.**



**Clare Pillsbury**

*Management Assistant I*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

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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:** Tuesday, July 14, 2020 4:27 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Thanks for the photo Frances.

cs

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 14, 2020 10:09 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
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Chief Manager  
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[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

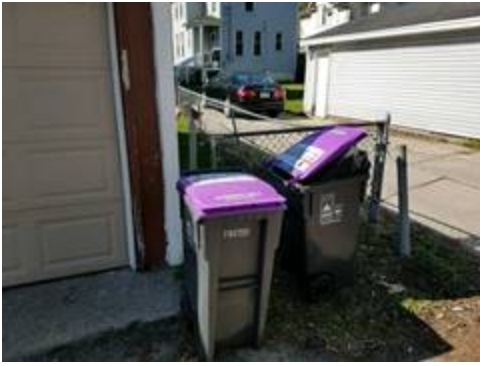
763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Tuesday, July 14, 2020 9:41 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Good Morning,  
Please see the picture below. The customer has 2 32 EOW carts on site.

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](tel: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:** Monday, July 13, 2020 4:40 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

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Frances,  
Please see information and request below.

*Greg Revering*  
Chief Manager  
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[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:** Monday, July 13, 2020 4:31 PM  
**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: 755 MINNEHAHA AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 755 MINNEHAHA AVE W (PID: 262923430054)  
**Property Owner:** ELSIE M MAYARD  
**Phone Number or Email:** Unknown  
**Pending Assessment Amount:** \$131.78  
**Quarter Pending Assessment is For:** Garbage Service, 1 small and 1 med and late fees; Jan-Mar 20

**Summary of Issue:** Please provide information on what size carts were being serviced during Q1 2020. **As this property has a legislative hearing this week, please provide this information by tomorrow at 12:00 PM.**

Thank you!



**Clare Pillsbury**

*Management Assistant I*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

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