

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Monday, February 3, 2020 4:34 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

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

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Monday, February 3, 2020 1:45 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

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

Chris,  
Please see update from Manteza.

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

763-295-2054

---

**From:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>  
**Sent:** Monday, February 3, 2020 1:07 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

Hello

I believed this are 2 reason why carts were removed

Customer 8607952 00001 TENG H  
667 ED  
SAINT PA

Serv#	CL0	Code:	Description
93191	Y	<u>DDSA</u>	DD - SALES
<u>Original</u>	<u>Service</u>	<u>Code</u>	<u>CSC0</u>
<u>Service</u>	<u>Text</u>	<u>CSR CLOSED B</u>	<u>THIS IS A DU</u>
		<u>CLOSED NO AC</u>	<u>MAP RS SERVI</u>

In 10/01/2018 he requested to close acct

Customer 8607952 00001 TENG H  
667 ED  
SAINT PA

Serv#	CL0	Code:	Description
21008	Y	<u>CSSS</u>	CS - STOP SE
<u>Original</u>	<u>Service</u>	<u>Code</u>	<u>CSSS</u>
<u>Service</u>	<u>Text</u>	<u>statrt servi</u>	<u>emoval Date:</u>

Manteza Nawodi  
Billing Coordinator

4325 66th St E  
Inver Grove Heights, MN 55076  
e [mnawodi@republicservices.com](mailto:mnawodi@republicservices.com)  
o 651-286-4569  
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:** Friday, January 31, 2020 10:49 AM  
**To:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 667 Edmund Ave- (Q3) 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"

Manteza,  
Please see request below.

*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:** Friday, January 31, 2020 10:29 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:** RE: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

Thank you Manteza! Is there a reason that both carts were removed?



**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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City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Wednesday, January 29, 2020 12:34 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Wednesday, January 29, 2020 11:15 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

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

Chris,

Please see Manteza's email below.

*Greg Revering*

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

763-295-2054

---

**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Wednesday, January 29, 2020 10:55 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

Chris,

Please see Manteza's email below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

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**From:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>  
**Sent:** Wednesday, January 29, 2020 10:39 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** RE: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

Please remove the Q3 assessment of \$220.99, we supposed to credit 68gal was not on site

Thank you

**Manteza Nawodi**  
Billing Coordinator

4325 66th St E  
Inver Grove Heights, MN 55076  
e [mnawodi@republicservices.com](mailto:mnawodi@republicservices.com)  
o 651-286-4569  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.™

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**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Tuesday, January 28, 2020 3:39 PM  
**To:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** Fwd: 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

Please see the email below and respond accordingly.  
Thank you

Sent from my iPhone

Begin forwarded message:

**From:** <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Date:** January 28, 2020 at 2:59:08 PM CST

To: <[rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)>  
Subject: FW: 667 Edmund Ave- (Q3) 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"

Romack,  
Please see information below.

*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:** Tuesday, January 28, 2020 2:33 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:** 667 Edmund Ave- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic:

**Property Address & PID:** 667 Edmund Ave (PID: 352923140017)  
**Property Owner:** Teng Her  
**Phone Number or Email:** 6122633046  
**Pending Assessment Amount:** \$220.99  
**Quarter Pending Assessment is For:** Garbage Service for 2 Medium Carts; 3 Late Fees; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that Republic Services removed both of their medium carts during the service period. Can you please confirm that one or both carts were removed, and if so, when they were removed? Please also include a copy of the call log during this time period as well as documentation of the cart removal, if necessary. **Again, please respond with all the request information and documentation listed above.** Not doing so incurs unnecessary time spent on the issue for you, the City, and the property owner.

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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