

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, March 16, 2020 3:31 PM
To: Vang, Mai (CI-StPaul)
Subject: FW: 198/200 Robie St W- (Q3) Assessment Error/Complaint Inquiry

Hello Mai,

Could you do an amended resolution to delete the Council decision for the above address for their Q3 2019 assessment and reduce it to \$96.08? The reasoning is in the e-mail below but to summarize it: property owner was charged \$228.31 for a 64-gallon and 96-gallon cart, despite only having the 64-gallon cart on site since Q2 2019. Therefore, I am recommending reducing Q3 assessment to the cost of one 64-gallon cart with no late fees.

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

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From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, March 16, 2020 2:59 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 198/200 Robie St W- (Q3) Assessment Error/Complaint Inquiry

Thank you. I will go ahead and request reducing the assessment to \$96.08 which is the cost of one 64-gallon cart.

Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 16, 2020 2:55 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: 198/200 Robie St W- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see update below.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, March 16, 2020 2:41 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 198/200 Robie St W- (Q3) Assessment Error/Complaint Inquiry

Good afternoon,

This customer spoke to Manteza on the phone on 3/13/2020 and Manteza submitting a request to get the certification removed and also submitted the proper credits to the account to reflect. 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



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 16, 2020 11:12 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 198/200 Robie St W- (Q3) 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: Monday, March 16, 2020 11:04 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 198/200 Robie St W- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 198 ROBIE ST W (PID: 072822130022)
Property Owner: ROBIN E LILLESVE
Phone Number or Email: 651-492-5279
Pending Assessment Amount: \$228.31
Quarter Pending Assessment is For: Garbage Service for 1 Medium and 1 Large Cart; 3 Late Fees; Jul 1 - Sep 30 2019

Summary of Issue: Former property owner stated that they have had issues with billing since Q2 2019. They have been paying for a 64-gallon and 96-gallon cart, despite only having the 64-gallon cart on site since Q2 2019. They stated that they spoke to Republic Services and were told that they would issue a refund for being charge for the 94-gallon cart. Please confirm that this refund has been issues.

Currently, the Q3 2019 delinquent bill is a pending assessment with the city for one 64-gallon cart and one 96-gallon cart. Please confirm the number of carts onsite from Q2 2019 until Q4 2019 and provide documentation of any cart switches.

We request that you respond by 12:00 pm on Wednesday May 18 as the last public hearing for Q3 is quickly approaching.

Thank you!



Clare Pillsbury

Management Assistant I

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