

48 Delos

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 1, 2020 4:14 PM
To: Vang, Mai (CI-StPaul)
Subject: FW: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mai,

Can you please add this to the legistar file for 48 DELOS STREET WEST?

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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www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 1, 2020 1:21 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see update below from Frances.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, April 1, 2020 1:15 PM

To: grevering.sph@gmail.com

Cc: Franklin, Romack <RFranklin3@republicservices.com>

Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

48 DELOS ST W:

- 1) Only should have been billed for Q2 & Q3 2019 a 68gal trash cart
 - a. $96.08 * 2 = \$192.16$
- 2) If certified for Q4 2019 please remove certification

Thank you
Frances

Frances Estrella
Billing Coordinator

4325 66th St E

Inver Grove Heights, Mn 55076

e festrella@republicservices.com

o 651-286-4588

w RepublicServices.com



We'll handle it from here:



From: Estrella, Frances

Sent: Thursday, March 26, 2020 11:34 AM

To: grevering.sph@gmail.com

Cc: Franklin, Romack <RFranklin3@republicservices.com>

Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon,

Previous Owner: Metropolitan life insurance

Invoices:

Invoiced Q4 2018: \$0.00

Invoiced Q1 2019: \$0.00

Invoiced Q2 2019: \$0.00

Invoiced Q3 2019: \$0.00

Invoiced Q4 2019: \$518.34 (April – September 2019 Along with Oct – December 2019 Service) Plus late fees \$77.76

1/5/2020 we submitted a credit for \$172.78 (Oct – December 2019)

Certification: should have been only April – September 2019 plus late fees = Total \$423.32

Contact: Customer Never contact us at all

New Owner: William Johnson

Invoices:

Q1 2020: \$201.87 (Oct 2019 – March 2020)
Cust Pd: 2/10/2020: \$75.00 & 2/28/2020 \$ 136.96

Contact:

Only phone call we have from this resident is 11/14/2019 letting us know he is the new owner as of 9/1/2019

Please let me know if this makes sense. Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
e 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: Thursday, March 26, 2020 9:27 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 48 Delos St W- (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: Thursday, March 26, 2020 9:10 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 48 Delos St W (PID: 072822110028)
Property Owner: William Johnson
Phone Number or Email: 612-600-8234
Pending Assessment Amount: \$596.10
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they purchased the property in September 2019 and that Republic Services sent them an invoice that included a back bill of \$596.10 from previous owners. Property owner reported that they had contacted Republic Services several times and that the customer service representative stated that they would be able to remove the pending assessment of \$596.10. It appears as though the property owner only has one 64-gallon container. Therefore, his assessment should not have been more than \$110.48. Please provide a full record of billing and payments made for the property from Q4 2018 – Q1 2020 to explain why the property owner was assessed \$596.10. Please also send the full contact history between property owner and Republic Services from Q4 2019 – Q1 2019 and confirm whether the property owner was informed that the full assessed amount of \$596.10 would be removed.

Thank you.



Clare Pillsbury

Management Assistant I

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