

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 8, 2020 2:02 PM
To: Vang, Mai (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: Follow Up From Legislative Hearings 4-2-2020

Hello Mai,

Could you add this to the record for 908 Laurel Avenue for tomorrow?

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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 8, 2020 1:44 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: Follow Up From Legislative Hearings 4-2-2020

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

Clare,
Please see Frances update below.

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, April 8, 2020 12:05 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: Follow Up From Legislative Hearings 4-2-2020

Thank you for the breakdown Frances. Just some follow up questions. **Please respond by 4:00 pm** today as the legislative hearing for 908 Laurel is tomorrow morning:

1059 Hague/1061 Hague:

1. Has the duplicate account for 1061 Hague been cancelled? Please confirm that this has been done. – **Yes Completed by myself back when it was requested in Feb**
2. Did a CSR call the resident and update them about the bill for Q1 2020 for 1061 Hague Avenue being applied as a credit to the Q2 2020 bill for 1059 Hague? **If not, please do so.** The resident will undoubtedly have questions about why they are receiving an assessment for Q1 2020. – **I will call and speak to the customer.**

908 Laurel Avenue

1. Are you saying the Q4 2019 assessment for this property should only be \$40.92? – **Plus late fees**

Thank you!



Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 8, 2020 11:54 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: Follow Up From Legislative Hearings 4-2-2020

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

Chris,
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: Wednesday, April 8, 2020 11:46 AM

To: grevering.sph@gmail.com

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

Subject: RE: Follow Up From Legislative Hearings 4-2-2020

1059/1061 Hague Ave:

1059 Hague Ave:

Q1 2020:

billing: \$186.14 plus late fees

Cart size: 2/68gal

Cust Paid: \$0.00

Q2 2020:

Billing: \$95.15

Cart size: 2/32 (EOW)

Cust pd: 0

Credits applied: \$99.43

Balance as of

4/8/2020: \$0.00

1061 Hague Ave:

Q1 2020:

billing: \$99.43

Cart size: 95gal

Cust Pd: \$99.43

Q2 2020:

Billing: 0

Credit: \$99.43

Moved money to 1059 Hague Ave

the back bill. Thank you

908 Laurel Ave:

Q4 2019:

Billing: \$40.92 plus late fees

Cust pd: \$0.00

Size: 2/ 32gal EOW

Q1 2020:

Billing: \$115.20 plus late fees

Cust Pd: \$0.00

Size: 2/32gal EOW

Q2 2020:

Billing: \$115.20

Cust Pd: \$0.00 as of 4/8/2020

Size: 2/32gal EOW

Contact history:

8/6/2019: Called to check difference in size carts also to talk about invoice

8/6/2019: Called back to talk about how many carts needed to be on site

9/17/2019: Called to change the size of container to 2 32gal EOW carts

9/24/2019: Called and spoke to Manteza and got the carts exchanged

No call after 9/24/2019. Thanks

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: Tuesday, April 7, 2020 1:08 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Follow Up From Legislative Hearings 4-2-2020

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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Tuesday, April 7, 2020 12:01 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Follow Up From Legislative Hearings 4-2-2020

Good morning Greg,

Please forward to Republic Services as follow up from the legislative hearings regarding Q4 2019 Assessments:

We have laid over the hearing on the 908 Laurel Ave case until this Thursday as we waited for a response from RS. Please provide follow up on this case by tomorrow so we can get this into the record.

1059 HAGUE AVENUE

Resident had been getting double billed for the property at 1059/1061 Hague Ave. According to Ramsey County records, Both 1059 and 1061 are within the same duplex with a PID of 022823220125. This means that the resident had two separate accounts for a single property and was therefore getting charged incorrectly for the property.

Were you reduce the number of accounts to one on this property? Please also note that this property with PID: 022823220125 should now only be charged for two 35-gallon containers. **Please confirm that this is correct and provide a breakdown of the Quarter 1 2020 bill and Quarter 2 2020 bill, including an itemized breakdown of the bill.**

908 LAUREL AVENUE

Previously, Republic informed us that the property at 908 Laurel Avenue was receiving service for a 64-gallon container and one 35 gallon container with every other week service. However, property owner is now stating that he has two 35 gallon containers. He believes that he should not be responsible to pay any assessments as Republic Service CSR "Simon" stated that Republic would remove all charges moving forward. **Please confirm the number and size of carts that have been present at the property since Q4 2019. Please also send a record of contact history between Republic and the property owner.**

Thank you!