

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Monday, January 27, 2020 11:16 AM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Chris,
Please see question below.

Greg Revering

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, January 27, 2020 11:08 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

The 9/9/2019 is when the cart was scheduled. We don't do exchanges the same day they are scheduled. They are scheduled and then routed and exchange on next regular pick up date. In this case cart was schedule 9/9/2019, next pick up date was 9/12/2019. As you can see below. When we went there to exchange (Per customer request) he didn't have the 2 68s out for us to remove. Unless we have carts to remove we don't leave the other once. We then reschedule the exchange for the following week. Which would have been 9/19/2019. Still not out. Finally where able to exchange 9/26/2019, when the carts where out for us to exchange.

53682	Y	SCNO	NOT	ABLE	TO	SER	9/12/19	8:45	N	NOT	OUT
53681	Y	SCNO	NOT	ABLE	TO	SER	9/12/19	8:45	N	NOT	OUT
53680	Y	SCNO	NOT	ABLE	TO	SER	9/12/19	8:45	N	NOT	OUT

Why would we bring down the assessment amount?

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](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 27, 2020 10:36 AM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Romack,
Please see information 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, January 27, 2020 9:47 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Frances.

You stated that the exchange was not completed until 09/26/2019. However, it shows that there were two carts delivered on 09/09/2019. Therefore, I will recommend reducing the assessment from \$221.23 to \$212.65 to reflect the difference of \$8.58 in cost between a small and medium cart for one month of service.

Thank you.

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
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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 [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 27, 2020 9:40 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Chris,
Please see update below from Republic.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, January 27, 2020 9:31 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Good Morning,
The below picture shows a screenshot of the exchange on 9/26/2019:

```

Contact: SHIRLEY A ALEXANDER Contract N
Customer: 882 HAGUE AVE SAINT PAUL Phone# 651 292-0123
8606604 00001 Shared N
Gr Qty Tp Size C S P.O.# Rcpt Ext Lft Ser Rte SEL Before After
6 1 CA 0.16 N Y Plan
1 Rate Disp N Y Plan
7 1 CA 0.16 N Y Plan
1 Rate Disp

(S Schedule, N Notes)
SERVICE REVIEW <<< Service History >>>
Gp Qty Tp Size C S P.O.# Ext Pos Sery Route Time Date
6 1 CA .16 425 REG 4495 9:17 10/10/19
7 1 CA .16 407 REG 4495 9:08 9/26/19
6 1 CA .16 408 REG 4495 9:09 9/26/19
6 1 CA .16 Y 15 NCC 4921 10:10 9/26/19
7 1 CA .16 3 REG 4495 6:20 9/12/19
6 1 CA .16 4 REG 4495 6:21 9/12/19
W-Weeks Delay C=Cancel Lift
  
```

Below is the request day that the request to exchange went into the system. We didn't complete the exchange till 9/26.

Customer	8606604	00001	SHIRLEY A ALEXANDER	651 292-0123	Origin			
			882 HAGUE AVE					
			SAINT PAUL, MN 55104-6774					
S-Serv#	CL0	Code	Description	CR-Date	Time	PTY	Esc	Subject (name)
49232	Y	SCRE	CONTAINER REMOV	9/09/19	12:56	N		
49231	Y	SCCD	CONTAINER DELIV	9/09/19	12:55	N		
49229	Y	SCCD	CONTAINER DELIV	9/09/19	12:55	N		

Frances Estrella
Billing Coordinator

4325 66th 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.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, January 24, 2020 3:27 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Frances,
Please see 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: Friday, January 24, 2020 3:01 PM
To: grevering.sph@gmail.com
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you. Can you provide documentation for the cart switch from the medium to the small in September 2019? Resident is insistent that it happened in July, not September. Please do so as soon as possible as the legislative hearing for this assessment is next week.



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 [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, January 22, 2020 11:37 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Hi Clare,

Please see Frances email below.

Greg Revering

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, January 22, 2020 9:18 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Hi Clare,

Please see Frances email below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com
o 651-286-4575 c 612-300-7497
w www.republicservices.com



We'll handle it from here.™

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, January 22, 2020 8:44 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

On September 2019 Customer went from 2 68gal trash to 2 32gal trash

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
e festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



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From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Tuesday, January 21, 2020 11:55 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Please see the City's response below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

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o 651-286-4575 c 612-300-7497
w www.republicservices.com



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 21, 2020 11:53 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Romack,
Please see questions for clarification 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: Tuesday, January 21, 2020 11:24 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you. So just to clarify:

July 1 – September 6 2019: Property owner had two 68-gallon carts that were being serviced.
September 6, 2019: 1 medium 68-gallon cart was replaced with a small 35-gallon cart

Is that correct? If so, I will recommend reducing the assessment from \$221.23 to \$212.65 to reflect the difference of \$8.58 in cost between a small and medium cart for one month of service.

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 [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 20, 2020 10:52 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Clare,

Please see Frances email below.

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

763-295-2054

From: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Monday, January 20, 2020 9:49 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Clare,

Please see Frances email below.

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com

o 651-286-4575 c 612-300-7497

w www.republicservices.com



We'll handle it from here.*

From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Friday, January 17, 2020 7:18 AM

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

Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

I show the customer with 2 68gal for Q3

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: Franklin, Romack <RFranklin3@republicservices.com>

Sent: Thursday, January 16, 2020 5:08 PM

To: Estrella, Frances <FEstrella@republicservices.com>

Subject: Fwd: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Please review and respond accordingly. Thank you

Sent from my iPhone

Begin forwarded message:

From: <grevering.sph@gmail.com>

Date: January 16, 2020 at 2:57:42 PM CST

To: <rfranklin3@republicservices.com>

Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Romack,
Please see question from Clare.

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, January 16, 2020 12:22 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

If the property just had the one 68-gallon medium cart, wouldn't the charge for Quarter 3 just be \$110.48 instead of the assessment amount of \$221.23?



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 [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, January 16, 2020 9:58 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Clare,
Please see update from Republic.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Thursday, January 16, 2020 9:54 AM

To: Greg Revering <grevering.sph@gmail.com>

Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Hello Clare,

Please see Frances email below. Thanks

Romack Franklin

Municipal Services Manager

Greater St. Paul Area

4325 E. 66th Street

Inver Grove Heights, MN 55076

e rfranklin3@republicservices.com

o 651-286-4575 c 612-300-7497

w www.republicservices.com



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From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Thursday, January 16, 2020 9:44 AM

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

Subject: RE: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Customer didn't request the 32gal carts till 9/6/2019

Customer would still owe for the 68gal

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: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Wednesday, January 15, 2020 9:01 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Frances,

Please review the email below and respond accordingly.

Thank you,

Romack Franklin
Municipal Services Manager
Greater St. Paul Area

4325 E. 66th Street
Inver Grove Heights, MN 55076
e rfranklin3@republicservices.com
o 651-286-4575 c 612-300-7497
w www.republicservices.com



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, January 15, 2020 8:43 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

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Romack,
Please see information 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: Wednesday, January 15, 2020 8:40 AM
To: grevering.sph@gmail.com
Subject: 882 Hague Avenue- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic:

Property Address & PID: 882 Hague Avenue (PID: 22823210080)
Property Owner: SHIRLEY A ALEXANDER
Phone Number or Email: 6512920123
Pending Assessment Amount: \$221.23
Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019

Summary of Issue: Property owner stated that she was billed incorrectly for two medium carts for Q3. She stated that this amount was incorrect from the start of the quarter as from January 2019 – July 2019 she only had service for one medium cart, instead of two. Then in early-mid July she stated that the medium cart was switched out for a small cart and an additional small cart was brought for a total of two small carts. Therefore from mid July 2019 she should have only been billed for two small carts. Please confirm that at the beginning of Q3 the resident was only receiving service for one medium sized cart. Please also confirm the dates of delivery for each of the small carts.

Please respond by the end of the day today as the upcoming legislative hearing for this issue is tomorrow 01/16/2020.

Thank you!



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