

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, January 15, 2020 10:33 AM
To: Pillsbury, Clare (CI-StPaul)
Cc: Young, Susan (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

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

Clare,
Please see response from Republic 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 15, 2020 10:15 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Hi Clara,

Please see Frances email response 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 15, 2020 10:02 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

As of July 2019 customer wanted the 68gal trash

Payment history:

923 SAINT PAUL		8608494 GARY W HIETALA MN		Check Total	435.63	
				Unapplied Total	.00	
PAYMENTS RECEIVED						
SCN	Rec. Date	Rel	Check Number	Check Amount	Obligation ID	Sel
	11/21/2019	GT	5241	102.40	923004142276	
	9/03/2019		5226	102.41	923004020487	
	5/10/2019		5222	25.94	923003928747	
	1/22/2019		5220	102.44	923003814090	
	10/17/2018		5216	102.44	923003692972	

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: Franklin, Romack <RFranklin3@republicservices.com>
Sent: Tuesday, January 14, 2020 12:00 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Frances,

Can you 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: Tuesday, January 14, 2020 11:44 AM

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

Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Note that (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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Tuesday, January 14, 2020 10:49 AM

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: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Please forward this LH request inquiry to Republic.

Thank you Romack. It seems as though a medium cart was never removed for that property either before or during Q3, correct?

I also have a question regarding the assessment amount of \$115.66. Can you confirm what the total bill for Q3 would have been for the resident, as well as what amount of the bill the resident paid?

Please respond by tomorrow as we have a hearing on 01/16/2020.

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



The Most Livable
City in America

www.stpaul.gov/garbage

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, January 13, 2020 1:26 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 13, 2020 11:41 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

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

Chris,

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 13, 2020 11:40 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Chris,

Please see Frances email below.

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: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, January 13, 2020 10:28 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

- 1) Oct – Dec billing:
 - a. 95gal and a 68gal
 - b. As of 12/1/20: 95gal trash cart is vacant only being billed for the 68gal trash
- 2) Carts:
 - a. Customer request 95gal trash cart to be removed and keep 68gal trash
- 3) Cart removal:
 - a. 95gal trash cart was removed: 12/19/19

Thanks

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 9, 2020 1:58 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: Fwd: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Frances,

Please look into the email below and respond accordingly. Thank you

Sent from my iPhone

Begin forwarded message:

From: <grevering.sph@gmail.com>
Date: January 9, 2020 at 11:24:54 AM CST
To: <rfranklin3@republicservices.com>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing"

Romack,
Please see 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: Thursday, January 9, 2020 11:16 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Please forward this LH request inquiry to Republic.

Chris

From: Pillsbury, Clare (CI-StPaul)
Sent: Thursday, January 9, 2020 10:11 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1003 SUMMIT AVENUE- (Q3) Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 1003 SUMMIT AVENUE (PID 22823230069)
Property Owner: Gary W Hietala
Phone Number or Email: Unavailable (Resident submitted request via letter)

Pending Assessment Amount: \$115.66

Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019

Summary of Issue:

Resident stated in letter that the assessment, which he claims is for one medium cart, is incorrect. He stated that the medium cart was never used, despite him requesting numerous times for it to be picked up. He conceded that it was eventually picked up but did not indicate when. Could you confirm the following items

1. That the bill was for a medium cart and any additional charges
2. That he requested that the medium cart be picked up
3. That the medium cart was picked up and when

It looks like on 11/27/2019 there was a work order to pick up a large cart, which was completed. Therefore I am a bit confused about the which carts were removed from the property and how many now remain.

Thank you,



The Most Livable
City in America

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



www.stpaul.gov/garbage