

## 211 Stevens St W - Service Hold Inquiry

Email side conversation - #1464275 211 Stevens St W-billing adjustment

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Created at	Author	Status
November 5, 2025 at 10:36	Jillian Barden	Open

### Participants

Jillian Barden, Consortium, Festrella

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**Jillian Barden** via Support November 5, 2025 at 10:36  
To: Festrella, Consortium

Hello

PO states there should have been a service hold placed in January. States there was a frozen pipe burst, and is disputing Q2 charges

1. Do you have record of PO calling in Jan to cancel service or place hold?
2. Did you pick up any carts (and how many)?
3. Did you invoice PO for Q1, and he paid it?

Any other info you can provide would be great.

Address: 211 Stevens St W  
PID: 072822130048  
Name: Jose Burga Malqua  
Phone: +16518081783

Thank You

Jillian

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**Festrella** via email November 5, 2025 at 11:22  
To: Jillian Barden, Consortium

Question...

Q2 of what year?

Thanks,

**Frances Estrella**

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 612.464.2723

c 612.516.4833

w [RepublicServices.com](http://RepublicServices.com)



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**Jillian Barden** via Support November 6, 2025 at 10:01

To: Festrella, Consortium

They are disputing Q2 2025. but they state they called in a hold/cancelled back in January 2025

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**Festrella** via email November 6, 2025 at 10:11

To: Jillian Barden, Consortium

Hello,

Q2 was billed by the city and I don't show any vacation hold on the account.

Thanks,

**Frances Estrella**

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 612.464.2723

c 612.516.4833

w [RepublicServices.com](http://RepublicServices.com)



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**From:** Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>  
**Sent:** Thursday, November 6, 2025 10:02 AM  
**To:** Estrella, Frances <FEstrella@republicservices.com>; Consortium <grevering.sph@gmail.com>  
**Subject:** RE: 211 Stevens St W - Service Hold Inquiry

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They are disputing Q2 2025. but they state they called in a hold/cancelled back in January 2025

On Wed, November 5 at 11:22, Festrella wrote:

Question...

Q2 of what year?

Thanks,

**Frances Estrella**

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

[e festrella@republicservices.com](mailto:festrella@republicservices.com)

[o 612.464.2723](tel:612.464.2723)

[c 612.516.4833](tel:612.516.4833)

[w RepublicServices.com](http://RepublicServices.com)



Sustainability in Action

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**From:** Jillian Barden (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Wednesday, November 5, 2025 10:36 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** 211 Stevens St W - Service Hold Inquiry

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Hello

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Address: 211 Stevens St W

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Name: Jose Burga Malqua

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Thank You

