

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, January 16, 2020 10:57 AM
To: Pillsbury, Clare (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see update from Republic.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, January 16, 2020 10:53 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

Assessment was for Oct – September service and late fees We have never received a payment from the customer except the one below which was on 12/6/19 for \$102.44

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: Wednesday, January 15, 2020 7:01 PM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Romack,
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: Wednesday, January 15, 2020 3:34 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: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Romack and Frances.

I see that there was a payment made on 12/06/2020. Was this the only payment made between July and December 2020?

Also, it looks like the assessment that was submitted to the City of Saint Paul for \$471.24 was for four large carts. However, our records only have service for one large cart at the property. Can you verify this? If that is the case, then the assessment needs to be reduced to reflect that.

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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City in America



www.stpaul.gov/garbage

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, January 15, 2020 3:14 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see response from Republic.

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 2:59 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

Hi Clare,

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 11:26 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

923	71662	DENISE WILLIAMS	Check Total	102.44		
SAINT PAUL	MN		Unapplied Total	.00		
PAYMENTS RECEIVED						
SCN	Rec. Date	Rel GT	Check Number	Check Amount	Obligation ID	Sel
	12/06/2019		1	102.44	923004135678	

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: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry
Importance: High

Frances,

Please review the email below and respond ASAP.

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 8:46 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

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Romack,
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: Wednesday, January 15, 2020 8:45 AM
To: grevering.sph@gmail.com
Subject: 665 Hall Avenue- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic:

Property Address & PID: 665 Hall Avenue (PID: 072822410028)
Property Owner: DENISE WILLIAMS
Phone Number or Email: 6126440585; will1351.dw@gmail.com
Pending Assessment Amount: \$471.24
Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019

Summary of Issue: Property owner states that she is current in her payments to Republic. Could you provide me with her payment history from July – December 2019? Please respond by the end of the day today as the legislative hearing for this assessment is tomorrow 01/16/2020.

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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