

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, March 30, 2020 4:53 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)
Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. Due to lack of clarity about what was shared with the previous owner as to the Q4 backbill, we are going to recommend removing the assessment. Going forward, it seems as though billing should be correct for this property.



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: Monday, March 30, 2020 3:06 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see breakdown below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, March 30, 2020 2:35 PM
To: grevering.sph@gmail.com

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

Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Below in red

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, March 30, 2020 12:17 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

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: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, March 30, 2020 12:15 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. I have the following questions/requests:

1. Was the previous owner informed that there was going to be back billing when they called in 08/2019? Since the property was sold in September 2019, previous owner would not have received the Q4 2019 invoice if it was issued in October 2019. – **I would assume the customer got told when they called that they would have to pay for the service.**
2. Please provide documentation of all contact between the previous resident and Republic services from 08/2019-10/2019. – **Only phone call was 8/22/2019. Then 11/14/2019 from William saying he is the new owner**



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 30, 2020 11:01 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: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

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Please see below.

Greg Revering

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, March 30, 2020 11:00 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Clare,
Please see below. Thanks

Frances

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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, March 27, 2020 3:37 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 48 Delos St W- (Q4 2019) 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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Friday, March 27, 2020 3:32 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Romack,

So RS just did not charge this resident from Q4 2018 to Q4 2019? – Lois Sylvia St Mane (previous owner) – PD for Q4 2018, Metropolitan Life Insurance took over 4/1/2019 But didn't call till 8/22/2019 said has been using service since 4/1/2019. We reopened the account effective 4/1/2019. With the system being cycle locked nothing got billed till

10/5/2019 for the services from 4/1 – 12/31/2019 – we credited off \$172.78 for the 10/1/2019 – 12/31/2019 leaving only owing \$345.56.

Did RS send an invoice or anything to this property up until Q4 2019? - NO

Please breakdown the \$518.34? that seems like a weird number. –

Billing:

32gal trash

95gal trash

Total \$172.78 x 3(quarters) = \$518.34

We credited off 1quarter total of \$172.78

\$518.34- \$172.78 = \$345.56

Also, please breakdown the Q1 2020 charge of \$201.87. –

Billing:

95gal trash Oct – Dec service = \$102.44

95gal trash Jan – Mar service = \$99.43

Total = \$201.87 invoice in Q1 2020

The new owner should not be responsible for this bill if RS did not inform the previous owner that there was anything outstanding.

Chis

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, March 26, 2020 12:15 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: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

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Please see below.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, March 26, 2020 11:34 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon,

Previous Owner: Metropolitan life insurance

Invoices:

Invoiced Q4 2018: \$0.00

Invoiced Q1 2019: \$0.00

Invoiced Q2 2019: \$0.00

Invoiced Q3 2019: \$0.00

Invoiced Q4 2019: \$518.34 (April – September 2019 Along with Oct – December 2019 Service) Plus late fees \$77.76

1/5/2020 we submitted a credit for \$172.78 (Oct – December 2019)

Certification: should have been only April – September 2019 plus late fees = Total \$423.32

Contact: Customer Never contact us at all

New Owner: William Johnson

Invoices:

Q1 2020: \$201.87 (Oct 2019 – March 2020)

Cust Pd: 2/10/2020: \$75.00 & 2/28/2020 \$ 136.96

Contact:

Only phone call we have from this resident is 11/14/2019 letting us know he is the new owner as of 9/1/2019

Please let me know if this makes sense. Thank you

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: Thursday, March 26, 2020 9:27 AM

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

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

Subject: FW: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

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Greg Revering

Chief Manager
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grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, March 26, 2020 9:10 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 48 Delos St W- (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 48 Delos St W (PID: 072822110028)
Property Owner: William Johnson
Phone Number or Email: 612-600-8234
Pending Assessment Amount: \$596.10
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they purchased the property in September 2019 and that Republic Services sent them an invoice that included a back bill of \$596.10 from previous owners. Property owner reported that they had contacted Republic Services several times and that the customer service representative stated that they would be able to remove the pending assessment of \$596.10. It appears as though the property owner only has one 64-gallon container. Therefore, his assessment should not have been more than \$110.48. Please provide a full record of billing and payments made for the property from Q4 2018 – Q1 2020 to explain why the property owner was assessed \$596.10. Please also send the full contact history between property owner and Republic Services from Q4 2019 – Q1 2019 and confirm whether the property owner was informed that the full assessed amount of \$596.10 would be removed.

Thank you.



Clare Pillsbury

Management Assistant I

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