

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, November 13, 2019 3:19 PM
To: Vang, Mai (CI-StPaul)
Subject: RE: City Council Files for 706 Dayton Ave

It was an error in billing. The residency was left vacant due to the death of the property owner. The previous owner's daughter, Beverly, called Republic in 09/18 to advise them. Beverly stated that she was told by the CSR that she needed to send her mother's death certificate as proof that the property would be placed on a vacancy hold. Beverly did this soon after.

On August 18, 2019, Beverly's brother went to the house to cut the grass and noticed that there was a bill from Republic. The bill had erroneously listed Beverly as the property owner when she is listed as the executor and "fee-owner" by Ramsey County. Beverly reported that she called RS on August 26, 2019 to discuss this and was told that she should have been told to call the city to report this vacancy, but that she still owes the Q3 bill and all back bills with the city (Q4 - \$117.80, Q1 - \$123.95, and Q2 - \$117.80).

A complaint was file with Republic due to the fact that Beverly was given wrong information about how to report a vacancy and should therefore not have received the above bills for garbage service. As a result of the complaint, Republic asked that the assessments be removed.

Hopefully this helps give a little more details regarding the incident. Thank you again for the follow up.

Warm Regards,



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
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From: Vang, Mai (CI-StPaul)
Sent: Wednesday, November 13, 2019 12:03 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: City Council Files for 706 Dayton Ave

I need specific because I need to put it on the resolution. Is it Republic error in billing?

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, November 13, 2019 11:46 AM

To: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>

Subject: RE: City Council Files for 706 Dayton Ave

Thank you for the follow up Mai. Republic Services contacted us and instructed us to remove the assessments.

Warm Regards,



Clare Pillsbury

Management Assistant I

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From: Vang, Mai (CI-StPaul)

Sent: Wednesday, November 13, 2019 11:01 AM

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

Subject: RE: City Council Files for 706 Dayton Ave

What is your reason for removing these assessment?

From: Pillsbury, Clare (CI-StPaul)

Sent: Friday, November 8, 2019 11:53 AM

To: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>

Subject: City Council Files for 706 Dayton Ave

Hello Mai,

We need Council files made to remove the following assessments for 706 Dayton Ave:

Q4 2018- \$117.8

Q1 2019- \$123.19

Q2 2019 - \$117.80

Is there anything outside of notifying you that I need to do? Since the plan is for me to manage Legislative Hearings for Solid Waste, I just wanted to touch base to make sure that I know what the expectations are for me in this process.

Thank you for your help.

Warm Regards,

Clare Pillsbury

Management Assistant I

Saint Paul Public Works