

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, July 28, 2020 1:25 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 887 SELBY AVENUE - (Q4 2019 & Q1 2020) 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 Frances.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Tuesday, July 28, 2020 1:21 PM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 887 SELBY AVENUE - (Q4 2019 & Q1 2020) Assessment Error/Complaint Inquiry

Good Afternoon Clare;

Q3 2019 – Q1 2020:

\*\*This is a duplex being billed a 32gal EOW cart\*\* Here is the breakdown of the Q3 2019 – Q1 2020 invoice as requested. Thank you

**Q3 2019:**

Billed: \$60.83

Size: 32gal EOW

Billed: \$44.16 (base rate) plus taxes

Total with taxes: \$60.63

Total: \$60.83

Late fees: \$3.04 X 3 = \$9.12

Total certified: \$60.83 + \$9.12 = \$69.95

Payment from Customer: \$0.00

**Q4 2019:**

Billed: \$60.83

Size: 32gal EOW

Billed: \$44.16 (base rate) plus taxes

Total with taxes: \$60.63

Total: \$60.83

Late fees: \$3.04 X 3 = \$9.12

Total certified: \$60.83 + \$9.12 = \$69.95

Payment from Customer: \$0.00

**Q1 2020:**

Billed: \$57.60

Size: 32gal EOW

Billed: \$41.82 (base rate) plus taxes

Total with taxes: \$57.60

Total: \$57.60

Late fees: \$2.88 X 3 = \$8.64

Total certified: \$57.60 + \$8.64 = \$66.24

Payment from Customer: \$0.00

I have no record of ever having an employee collecting money. Also drivers are not allowed to collect any form of payment but we are waiting for the driver to come in to ask him. Also we do have a phone call from the Customers daughter that says that her mother has dementia and can't remember much. We also have another call from the customer herself that she has been paying a Mr. Collins to collect her trash. We don't have anyone here by that first or last name.

Hope this is what you are looking for me please me know if you have further questions.

Thank you

Frances

**Frances Estrella**

Billing Coordinator

4325 66<sup>th</sup> 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.\*

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 28, 2020 11:42 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 887 SELBY AVENUE - (Q4 2019 & Q1 2020) Assessment Error/Complaint Inquiry

Note that ([grevering.sph@gmail.com](mailto: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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, July 28, 2020 11:40 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 887 SELBY AVENUE - (Q4 2019 & Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 887 SELBY AVENUE (PID: 022823210045)  
**Property Owner:** Jean C Doyle  
**Phone Number or Email:** 651-224-2646  
**Pending Assessment Amount:** \$63.36 (Q4 2019); \$71.02 (Q1 2020)  
**Quarter Pending Assessment is For:** Garbage Service Small Cart EOW; 2 Late Fees; Jan 1-Mar 31 2020; Garbage Service Small Cart Every Other Week; 3 Late Fees; Oct 1-Dec 31 2019

**Summary of Issue:** Property owner stated that she does not understand why she received notice of the above assessments when she makes always makes her payments on time to the hauler. **Please provide a record of invoices and payment for this account from Q3 2019 – Q1 2020.**

Resident also claims that someone from Republic has been collecting money from her property in person. Are there reports of any Republic Services employees doing this? The only person that I think could be doing this from Republic would be the driver.

**Please provide this information by today at 4:30 PM if possible as there is a legislative hearing for this property this week.**

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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