

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Monday, January 3, 2022 9:56 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 599 Portland Ave, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

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

Please see update from Republic Services.

Greg Revering

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, January 3, 2022 9:34 AM
To: Greg Revering <grevering.sph@gmail.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 599 Portland Ave, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Good Morning,

Q2 2021:

- Billing: \$258.02 (this bill had the annual YW service, this is why it looks higher)
- Size: 32/32
- Payment: \$138.02 4/21/2021 (5/27 customer canceled YW so only paid the difference)
- Contact:
 - o 4/13/2021: Customer contact customer service and said no longer wants the second container. Was informed to contact city for a vacancy form
 - o 5/27/2021: Customer called to cancel the Yardwaste service, no longer wanted (CSR credited off the \$120.00 from the invoice)

Q3 2021:

- Billing: \$138.02
- Size: 32/32
- Payment: \$83.53 (7/30/2021) and \$57.21 (9/2/2021)
- Contact:
 - o 7/13/2021: Got the form from the city that 1 of the 2 units is vacant (canceled and removed the container for 1 of the 2 units)

Q4 2021:

- Billing: Credit \$6.05
- Size: 32

- Payment: \$0.00
- Contact:
 - o Nothing

Customer was informed to pay the full amount and they would see the difference on the next invoice as we don't do mid- uarter adjustments/rebilling per contract. Customer at the time of 7/30 when paid the invoice should have paid the full amount and waited for the October invoice to see the difference/credits. As a courtesy please remove the late fee of \$2.72, Thank you

Frances

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: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, December 30, 2021 5:02 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: Fwd: 599 Portland Ave, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

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

Frances,
Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: December 30, 2021 at 4:50:26 PM CST
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 599 Portland Ave, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 599 Portland Ave, Saint Paul, Minnesota, 55102. Please forward to Republic Services for their input.

Ticket Requester: Jane McGrath

Ticket Requester Email: (if available) mcgrath.jane.50@gmail.com

Ticket Request Phone Number: (if available) 16512248986

Property ID #: 012823230108

Property Address: 599 Portland Ave, Saint Paul, Minnesota, 55102

Quarter Pending Assessment is for: Quarter 3 (July - September)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$2.72

Hauler: Republic Services

Ticket Comments: Property owner stated that they submitted an Unoccupied Dwelling Registration Form to remove one of the two bins they had at their property. The container was then removed prior to the July - Sept service.

When the property owner received their Quarter 3 2021 bill they called Republic and the CSR indicated that there was a credit that would be applied in October. The property owner then suggested that it made sense to subtract the amount for the one container and pay the amount for the service that was provided.

After receiving a Notice of Nonpayment in August, the property owner ended up paying the remaining amount that was owed. However they still are unsure as to why they owe a late fee for this time period. **Please provide the following information from Q2 - Q4 2021:**

- Itemized breakdown of invoice
- Date UDRF was received and applied
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>