

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, January 20, 2021 8:14 AM
To: Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 197 ROBIE STREET WEST - (Q3 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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, January 20, 2021 7:33 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Good Morning Clare,
Yes, the credit was \$62.04

Thanks
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](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: Tuesday, January 19, 2021 8:07 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 197 ROBIE STREET WEST - (Q3 2020) 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 clarifying question 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: Tuesday, January 19, 2021 3:17 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Frances. So just to confirm, the total amount credited to the account was \$62.04?



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 19, 2021 3:12 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: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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Please see update from Frances.

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Chief Manager
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grevering.sph@gmail.com

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From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, January 19, 2021 2:55 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Good Afternoon,
Im sorry for the confusion, \$45.04 is before taxes and after all taxes it is \$62.04

Thanks
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



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 19, 2021 11:04 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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Frances,
Please see questions from Clare.

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: Tuesday, January 19, 2021 10:59 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Frances. According to my calculation though, the total amount that should have been credited for the Q3 2020 assessment for 1 64-gal cart for two months should be \$62.04. **Why was it \$45.04?**



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P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 14, 2021 3:22 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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Clare,
Please see update from Frances.

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Chief Manager
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grevering.sph@gmail.com

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From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, January 14, 2021 3:20 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Good Afternoon,

- Service Level (Number and Size of Carts):
 - o 2 68gal trash cart
- Breakdown of Invoice:
 - o Q1 2020:
 - \$186.14 = \$93.07 x 2 68gal carts = \$186.14
 - Late fees: \$9.31 + \$9.31 + \$9.31 = \$27.93
 - Total: \$214.07
 - o Q2 2020:
 - \$186.14 = \$93.07 x 2 68gal carts = \$186.14
 - - 39.95 credit difference on go back.
 - Late fees: \$0.00
 - Total: \$146.19
 - o Q3 2020:
 - \$186.14 = \$93.07 x 2 68gal carts = \$186.14
 - Late fees: \$0.00
 - o Q4 2020:
 - \$124.10 = \$93.07 (1 68gal) + \$31.03 = \$124.10
 - Late fees: \$0.00
- Late Fees/Credits added to invoice:
 - o No Late fee charges in Q2 2020 – Q4 2020
 - o Credits:

- \$39.95 on 5/11/2020
- \$45.04 on Q4 2020 invoice was on vacation hold for 1 of the 2 containers for 2 months
- Payment History:
 - \$0.00 we have never received a payment from this customer since the beginning of the program.
- Contact with property owner:
 - 6/9/2020:
 - Customer called wanted the seasonal hold form emailed to her.
 - 7/27/2020:
 - Customer called wanted 1 of the 2 units to be put on hold till she got a tenant in there. Manteza contacted the customer and emailed her the form.
 - 7/30/2020:
 - Manteza contacted the customer as she didn't fill out the form so we couldn't do a hold until we got it back
 - 8/4/2020:
 - Customer sent in the form to Manteza to place 1 of the units on hold from 7/1/2020 – 9/1/2020
 - Customers account reflects this credit on the account on the Q4 2020 invoice
 - 9/28/2020:
 - Customer called to get the balance on the account and to ask why she is being billed for 2 carts.

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



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 14, 2021 2:34 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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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: Thursday, January 14, 2021 1:55 PM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: 197 ROBIE STREET WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 197 ROBIE STREET WEST (PID: 072822120162)

Property Owner: DIANA GALAVIZ

Phone Number or Email: 651-246-1684

Pending Assessment Amount: \$186.14

Quarter Pending Assessment is For: Q3 2020 Delinquent Garbage Bill; Service provided July-September 2020

Summary of Issue: Property owner stated that they have only 1 cart but are bring charged for 2 carts. Please provide the following information fror Q1 2020 – Q4 2020:

- Service Level (Number and Size of Carts)
- Breakdown of Invoice
- Late Fees/Credits added to invoice
- Payment History
- Contact with property owner

Thank you!



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