

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, January 11, 2023 8:47 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see Republic update.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, January 11, 2023 8:26 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

Good Morning Clare,

How our system works is we bill manually the late fees, once it is time to certify to the city we credit off the invoices from our system to be able to send them to the city. So this customer doesn't have a credit, we just credited off the account to be able to certify it to the city. Please let me know if that makes sense. Thanks

Frances

Frances Estrella
Billing Coordinator

11380 Courthouse Blvd
Inver Grove Heights
e festrella@republicservices.com
o 651.286.4588
w RepublicServices.com



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 10, 2023 5:38 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances
Please see question from Clare.

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, January 10, 2023 5:30 PM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Frances. The property owner did send me a screenshot of their online account (see attached) which does indicate that they recieved two credits of \$10.17 each. Can you explain why it shows up that way? Is that how you indicate that a delinquent invoice has been paid by the city? **As there is a hearing for this property next week, please respond by tomorrow at 4:00 PM.**

Best,

Clare Pillsbury

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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>

On Fri, January 6 at 16:40, Consortium wrote:

Please see update from Republic.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, January 6, 2023 7:52 AM

To: grevering.sph@gmail.com

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: RE: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

Good Morning,

Q3 2022:

- Billing: \$203.37 + \$30.51 (late fees)
- Payment: \$203.37 on 9/7/2022
- Size: 60/90gal
- Contact: No contact

Q4 2022:

- Billing: \$211.64
- Payment: \$211.64 on 10/10/2022
- Size: 60/90gal
- Contact: No contact

We have never had a contact with this customer.

Thank you

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

[e festrella@republicservices.com](mailto:festrella@republicservices.com)

[o 651.286.4588](tel:651.286.4588)

[w RepublicServices.com](http://RepublicServices.com)



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Thursday, January 5, 2023 10:12 AM

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

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: FW: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Thursday, January 5, 2023 8:40 AM

To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103. Please forward to Republic Services for their input.

Ticket ID#: 16354

Ticket Requester: Inho Chang

Ticket Requester Email: (if available) inho_chang@yahoo.com

Ticket Request Phone Number: (if available) +13157063738

Property ID #: 362923140073

Property Address: 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103

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

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$20.34

Hauler: Republic Services

Ticket Comments: Property owner stated the hauler credited the Quarter 3 2022 late fees to their account. Therefore they should have not received the assessment. **Please confirm whether this is true and provide the following information for Q3 - Q4 2022:**

- Itemized breakdown of invoice
- Payment history
- Amount credited to account
- 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>