

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, March 20, 2020 9:48 AM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 542 Ohio.xlsx

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

See Q4 adjustment of \$266.53.

Please get this info to Mai and adjust our future payment log.

Thanks  
chris

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, March 20, 2020 9:43 AM  
**To:** grevering.sph@gmail.com  
**Subject:** RE: 542 Ohio.xlsx

Hi Frances,

Credit of \$92.86 covers Q4 2018

Credit of \$692.09 covers Q1 2019

Back bill: \$266.53 (ask city to remove the assessment for this amount)- original assessment was \$843.15 (new assessment is \$576.62)

Total credits is \$1055.48

Do this all look correct?

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, March 20, 2020 9:23 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 542 Ohio.xlsx

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

Chris,  
Please see update 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:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Friday, March 20, 2020 9:16 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 542 Ohio.xlsx

Good Morning,  
    \$92.86 – Q4 2018  
    \$692.09 – Q1 2019  
Back bill: \$266.53 (ask city to remove the assessment for this amount)

Please let me know if this makes sense. Thank you

**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  
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:** Friday, March 20, 2020 9:03 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 542 Ohio.xlsx

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 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:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Friday, March 20, 2020 8:56 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 542 Ohio.xlsx

Hi Frances,

Can you provide a detailed summary of what you credited for on this account? This resident is going to contest his assessment in front of City Council and I want to be sure that our Legislative Hearing Officer has the complete summary of credits applied to this account.

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, March 18, 2020 7:30 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 542 Ohio.xlsx

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

Chris,  
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](mailto:FEstrella@republicservices.com)>  
**Sent:** Wednesday, March 18, 2020 7:29 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 542 Ohio.xlsx

Good Morning,

I submitted credits to the amount. Currently the customer has a credit on the account in the amount of \$671.77. the credit was more but because the customer owed Q1 2020 a portion of the credit went against that invoice.

Thank you.

**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



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:** Monday, March 16, 2020 3:56 PM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 542 Ohio.xlsx

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

Romack,  
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:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, March 16, 2020 3:49 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 542 Ohio.xlsx

Hi Romack,

We discussed this account two weeks ago. There were a number of credits you were issuing this resident for Q4 2018 – Q2 2019 as we are unable to adjust these assessments anymore.

You were going to send me an email requesting adjustments to Q3 and Q4 of 2019. We have not received any emails about removing or adjusting the assessments for Q3 and Q4 of 2019. Can you send the requested adjustments to we can get these files completed?

Thanks,

Chris

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**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Friday, March 6, 2020 12:48 PM

**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** 542 Ohio.xlsx

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