

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, October 16, 2020 10:43 AM
To: Vang, Mai (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul); Black, Alisha (CI-StPaul)
Subject: FW: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Mai,

Could you do a resolution to delete the Q4 2019 assessment for 2045 Reaney Avenue. This assessment was paid by the property owner and should not have been sent to the City as an assessment. Please attach the email below to the file

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

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, October 14, 2020 4:24 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints

Hi All,

Alright, I am calling this one! RS stated they haven't sent over any assessment for this property since 2018 yet we have an assessment. That would tell me that it's inaccurate and should be removed.

Clare, can you do a TA file to remove the Q4 2019 assessment for 2045 Reaney?

Alisha, can you follow up with this resident and tell them that we will be removing this assessment but it will take a little time to do?

Thanks,

Chris

From: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Sent: Wednesday, October 14, 2020 4:02 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints

OK so I started saving them after that quarter so that's not much help to be 100%. Here's what I do know:

We have an assessment for that quarter on the assessment roll from Republic, however the name does not match up with Beacon (a property management company owns it). We are given either an address or PID to apply assessments therefore I don't think the name matters much....we would not have pulled a PID or address by the name.

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, October 14, 2020 3:05 PM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints

Do you have anything on this?

I am confused...

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 14, 2020 2:45 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints

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

Chris,
Please see questions 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, October 14, 2020 2:14 PM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints

Good Afternoon,

Could we please double check the address? When I look at the master list it says single family home under 2045 Reaney. 2041 Reaney doesn't come up in our system as ever being set up or in the hauler master list. 2045 Reaney has only ever been certified to the city in 2018 as stated below. 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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 14, 2020 1:56 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints
Importance: High

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

Frances,
Please see information and urgent request below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, October 14, 2020 1:51 PM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints
Importance: High

Please forward to Republic. We need a response ASAP.

CS

From: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Sent: Wednesday, October 14, 2020 1:46 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Levied Assessment -RE: Republic Services - St. Paul Customer Service / Operations Complaints
Importance: High

Please forward to RS:

This is scheduled to be sent to Property Taxes in 1 month. This needs to be resolved ASAP.

This property with ID#26922430163 has 2 addresses. The amount listed in the screenshot from the City of St. Paul Assessment Office reflects that the amount of \$80.90 was referred to the City for collection. The caller for the P/O states that previously, RS had an account under 2041 Reaney, and that all of the garbage bills were paid to RS under the account for the address 2045 Reaney. The 2 addresses had the same PID and were originally listed in the assessment site under 2041. (the city assessment office only refers to PID #'s not house numbers.)

This caller states that the below amount which was originally listed under 2041 Reaney, was paid to RS on the account for 2045 Reaney. Please review this account and notify the city that a payment was received by RS for Q4 2019. **This is set to be referred to Property Taxes in one month. This needs to be resolved ASAP.**

Property Address:	2045 REANEY AVE Select a different property
Property ID:	26-29-22-43-0163

200110	Delinquent Garbage Bill October to December 2019	0.00%	7/22/2020	1	\$80.90	\$80.90	<input type="checkbox"/>
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7/30/2020	2041 / 2045 Reaney	Kymerlie	612-730-2030	The caller is caller stated for Q4 2019. all garbage at 2045 Re Reaney. TH city for Q4 2045 Reane apply any p Reaney as Ramsey Co
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Alisha Black



Office Assistant III

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-5692
F: 651-266-6222
alisha.black@ci.stpaul.mn.us

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, July 31, 2020 2:37 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Republic Services - St. Paul Customer Service / Operations Complaints

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

Chris,
Please see attached 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: Friday, July 31, 2020 2:23 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Republic Services - St. Paul Customer Service / Operations Complaints

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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, July 30, 2020 3:56 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Republic Services - St. Paul Customer Service / Operations Complaints

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

Frances,
Please see billing issue below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, July 30, 2020 3:49 PM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: Republic Services - St. Paul Customer Service / Operations Complaints

From: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Sent: Thursday, July 30, 2020 3:42 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Republic Services - St. Paul Customer Service / Operations Complaints

Table with 6 columns: Date, Property, Caller, Caller Contact, Issue Type, Compl... Row 1: 7/30/2020, 2041 / 2045 Reaney, Kymberlie, 612-730-2030, Billing Error/Issue (NOT Non-Payment);Notice of Non-Payment/Late Fees, The call 2019 se Reaney was pai paymen



Alisha Black

Office Assistant III

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

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