

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, July 14, 2020 10:11 AM  
**To:** Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 1701 SAINT CLAIR AVENUE - (Q4 2019) 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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Tuesday, July 14, 2020 9:34 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hello,  
Please see below in Blue.

Thanks

**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:** Monday, July 13, 2020 4:05 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

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 additional questions 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:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, July 13, 2020 2:59 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. This information is really helpful. I have a few follow up questions:

1) The cost of three 64-gal carts is \$288.24. Therefore, wouldn't the difference between the correct rate (\$288.24 x3 = \$864.72) and the incorrect rate (Q4 2018 \$198.49 + Q1 2019 \$218.33 + Q2 2019 \$198.49 = \$615.31) be **\$249.41**? If so, that is what the correct back bill should have been. – **Yes, please change to \$249.41. There was a late fee in Q1 2019 that shouldn't have been there.**

2) Why was the base cost for the Q3 2019 assessment \$290.41 when it should have been \$288.24? – **It was \$288.24 on 9/18/2019 we submitted a credit for \$2.17 which is the one day charge that was charged to the accounts that we corrected. Nothing needs to be changed here.**

**Please respond to this e-mail by tomorrow at 10:00 AM.**

**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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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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, July 13, 2020 2:26 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

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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:** Monday, July 13, 2020 2:21 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Q4 2018:  
Billed: \$198.49 + late fees  
Paid: \$0.00  
Size/Quantity: 3/68gal trash

Q1 2019:  
Billed: \$218.33  
Paid: \$218.33  
Size/Quantity: 3/68gal trash

Q2 2019:  
Billed: \$198.49

Paid: \$208.41  
Size/Quantity: 3/68gal trash

Q3 2019:  
Billed: \$290.41 + late fees  
Paid: \$0.00  
Size/Quantity: 3/68gal trash

Back bill:  
Billed: \$269.27 (difference between the incorrect rate and the correct rate)  
Paid: \$0.00  
Size/Quantity: 3/68gal trash

Q4 2019:  
Billed: \$288.24 + late fee  
Paid: \$0.00  
Size/Quantity: 3/68gal trash

Q1 2020:  
Billed: \$279.21  
Paid: \$279.21  
Size/Quantity: 3/68gal trash

Q2 2020:  
Billed: \$279.21  
Paid: \$279.21  
Size/Quantity: 3/68gal trash

Hope this helps. Let me know if you have any questions. 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](tel: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:** Monday, July 13, 2020 1:53 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

Cc: Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

Subject: FW: 1701 SAINT CLAIR AVENUE - (Q4 2019) 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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Sent:** Monday, July 13, 2020 1:29 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

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

**Subject:** RE: 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Do we have a response on this request?



**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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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**From:** Pillsbury, Clare (CI-StPaul)

**Sent:** Friday, July 10, 2020 3:51 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

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

**Subject:** 1701 SAINT CLAIR AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 1701 SAINT CLAIR AVENUE (PID: 042823430149)

**Property Owner:** Rupinder Singh

**Phone Number or Email:** 612-814-1923; [rupinder901@gmail.com](mailto:rupinder901@gmail.com)

**Pending Assessment Amount:** \$600.74

**Quarter Pending Assessment is For:** Garbage Service Q4 Oct 1-Dec 31 2019

**Summary of Issue:** Property owner is inquiring about the \$600.74 charge for garbage services from Oct to Dec 2019. They are not sure why I am paying \$200 per month for garage service as they just made a payment for \$279. Please provide an itemized breakdown of this assessment. This needs to be done by Monday July 13 at 12:00 AM, if possible, as the legislative hearing for this assessment is next week.

Thank you!



**Clare Pillsbury**

*Management Assistant I*

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

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**F:** 651-266-6222

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