
From: Estrella, Frances
Sent: Tuesday, July 16, 2019 8:46 AM
To: Joe Gerstl
Subject: RE: Gerstl Garbage Bill - 573 Summit Ave St. Paul

I have notified the city that you don't owe this. I show the only thing that is owing is \$193.77 for July – Sept.

Your account number is 3-0923-8606499

Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



We'll handle it from here.

From: Joe Gerstl <JoeGerstl@outlook.com>
Sent: Friday, July 12, 2019 9:00 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: Gerstl Garbage Bill - [573 Summit Ave St. Paul](#)
Importance: High

Note that (JoeGerstl@outlook.com) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "infosec.phishing@republicservices.com"

Hi Francis,

I got your email from your corporate office. I've been having a problem with a garbage bill for 4+ months and the city is going to put it on my taxes if I don't pay. But the problem is, it's not my bill... I've talked to 6-7 people at your corporate customer service office over the last 4 months. I keep being told that it's going to be taken care of but I keep receiving letters from the city.

Please help me!

Here are the details

- We purchased 573 Summit Ave St. Paul MN 55102 in December 2018
- We set up a Republic account and pay our bill early, we have \$0 balance due (except of course for this quarter which I just send the check early 2 days ago)
- My account is 3-0923-0070684
- In April, I received a bill with the former owner's name and account number on it (Michael OSullivan, account number: 3-0923-8606499) – see attached
- I don't know why they sent his bill to me other than it's the same address?
- In May, I started to receive notices from the city that due to non-payment, they will assess my property unless I pay, see attached
- I called the city ... they ran me in circles through multiple departments then said "too bad, you will have to go through the process to fight the assessment. You should call Republic"
- I've called Republic Services Customer Service at least 6 times over the last 4 months and I speak with some very nice people and several times I've been told "I'll take care of it" – please look up the case notes. But no one ever takes care of it and I keep getting the attached notices from the city. Apparently someone is working on it right now ... but I've been told that before and this time they finally gave me your email and said that you can reach out to the city directly
- Now they have given me a final notice and told me I have to come to a hearing but both my wife and I travel and we can't make that date. Even if we did I'm doubtful they will help me anyway – they just want their money

Can you help me??!! I'm out of options and I don't know what to do.

Joe



651-266-0977 Denise

4325 East 66th St
Inver Grove Heights MN 55075

Customer Service (952) 941-5174
RepublicServices.com/Support

Important Information
With My Resource, you can easily access your account, pay your bill, schedule a pickup and more. Sign up today at RepublicServices.com/MyAccount

Account Number 3-0923-0070684
Invoice Number 0923-003922226
Invoice Date April 05, 2019
Previous Balance \$108.71
Payments/Adjustments -\$108.71
Current Invoice Charges \$96.08

Total Amount Due \$96.08
Payment Due Date April 25, 2019

4/19 PO BY CHECK

PAYMENTS/ADJUSTMENTS

Description	Reference	Amount
Payment - Thank You 01/28	6089	-\$108.71

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Leslie & Joe Gerstl 573 Summit Ave CSA S004844076 Saint Paul, MN Contract: 69354 (C1) 1 Waste Container 64 Gal, 1 Lift Per Week Residential Service 04/01-06/30			\$69.75	\$69.75
Total County Environmental Charge				\$19.53
Total Solid Waste Management Tax				\$6.80
CURRENT INVOICE CHARGES				\$96.08

WHITNEY

DATE OF SERVICE 12/17
1/28

Francis
FESTRELLA
FESTRELLA@REPUBLICSERVICES.COM

MY RESOURCE™: ONE APP. MANY FUNCTIONS

Pay your bill, schedule a pickup, and much more with My Resource.
RepublicServices.com/MyAccount



12RCASUTDS 000036 1NNNNNNNNN NNN NNN 001 001 000075 21135937.2



4325 East 66th St
Inver Grove Heights MN 55075

Customer Service (952) 941-5174
RepublicServices.com/Support

Important Information

With My Resource, you can easily access your account, pay your bill, schedule a pickup and more. Sign up today at RepublicServices.com/MyAccount

Account Number **3-0923-8606499**
Invoice Number 0923-003926828
Invoice Date April 05, 2019
Previous Balance \$154.64
Payments/Adjustments -\$154.64
Current Invoice Charges **\$147.28**

Total Amount Due	Payment Due Date
\$147.28	April 25, 2019

PAYMENTS/ADJUSTMENTS

Description	Reference	Amount
Inv# 003832403 Dated 01/31/19 Re: Late Fee		\$7.73
Inv# 003871607 Dated 03/01/19 Re: Late Fee		\$8.12
Inv# 003896809 Dated 03/31/19 Re: Late Fee		\$8.52
Inv# 003812123 Dated 01/07/19 Re: Residential Service	CHARLOTTE CITY - CHARLOTTE S.C CHARLOTTE	-\$154.64
Inv# 003838050 Dated 01/31/19 Re: Residential Service		-\$7.73
Inv# 003874179 Dated 03/01/19 Re: Residential Service		-\$8.12
Inv# 003899710 Dated 03/31/19 Re: Residential Service		-\$8.52

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Michael Osullivan 573 Summit Ave Saint Paul, MN Contract: 69354 (C1) 2 68 Gallon Cart, 2 Lifts Per Week Residential Service 04/01-06/30			\$106.92	\$106.92
Total County Environmental Charge				\$29.94
Total Solid Waste Management Tax				\$10.42
CURRENT INVOICE CHARGES				\$147.28

L2RCASUTDS 000128 1NNNNNNNNNN NNNN 001 001 000259 21135937.2



4325 East 66th St
Inver Grove Heights MN 55075

Please Return This
Portion With Payment

Total Enclosed

Return Service Requested

000128 1 AV 0.383 223304



JOE GERSTL
573 SUMMIT AVE
SAINT PAUL MN 55102-2605

Total Amount Due \$147.28
Payment Due Date April 25, 2019
Account Number 3-0923-8606499
Invoice Number 0923-003926828

For Billing Address Changes,
Check Box and Complete Reverse.

Make Checks Payable To:

REPUBLIC SERVICES #923
PO BOX 9001154
LOUISVILLE KY 40290-1154

30923860649900000039268280000147280000147281

PUBLIC WORKS 651 - 266 - 6101

Re: Garbage Collection Services
Republic Services

JOE GERSTL

or Current Property Owner
573 SUMMIT AVE
SAINT PAUL, MN 55102-2605

Date of Notice: 3/31/19

Original Due Date: 1/27/19

New Amount Due: **179.01** | 70.10

Account #: 3-0923-8606499

Service Location: 573 SUMMIT AVE

PERIODIC NOTICE OF NON-PAYMENT

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 3/31/19. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, an additional late fee of five percent (5%) of the original amount due has been applied to your outstanding balance due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the original amount due will be applied each month for the first ninety (90) days of nonpayment. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

If you believe payment has been made, please contact customer service at (651) 266-8858, Monday through Friday (8:00 AM – 4:30 PM).

Mail Payment To: Office of Financial Services - Assessments
700 City Hall
15 West Kellogg Boulevard
Saint Paul, MN, 55102-1658

Pay by Credit Card: Call Financial Services at (651) 266-8858 or go online to RepublicServices.com

Because your payment was not received by your garbage collection provider within two months of the original due date on your original invoice, the balance listed above plus penalties was certified and sent to the City of Saint Paul for notification of non-payment. The balance plus the established administrative fees will be assessed by the County Auditor to the Property Taxes for this property.

We thank you for your prompt attention to this matter.

Re: Garbage Collection Services

Republic Services

JOE GERSTL

Date of Notice: 5/1/2019

or Current Property Owner
573 SUMMIT AVE
SAINT PAUL, MN 55102-2605

Original Due Date: 4/30/19
New Amount Due: **\$154.64**
Account #: 8606499
Service Location: 573 SUMMIT AVE

ORIGINAL NOTICE OF NON-PAYMENT

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 5/1/2019. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, a late fee of five percent (5%) of the total amount due has been applied due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the total amount due will be applied each month, for the first ninety (90) days of nonpayment. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

If you believe payment has been made, please contact customer service at 952-946-5277, Monday through Friday (8:00 AM – 4:30 PM).

Mail Payment To: Republic Services #923
PO BOX 9001154
Louisville, KY, 40290-1154

Pay by Credit Card: Call Credit Department at 952-946-5277 or go online to Republicservices.com

If payment is not received within two (2) months of the original due date on the invoice, the balance listed above plus penalties will be sent to the City of Saint Paul for notification of non-payment. The balance plus the established administrative fees will be assessed by the County Auditor to the Property Taxes for this property.

We thank you for your prompt attention to this matter.

Re: Garbage Collection Services
Republic Services

Date of Notice: 6/5/19

JOE GERSTL
or Current Property Owner
573 SUMMIT AVE
SAINT PAUL, MN 55102-2605

Original Due Date: 4/30/19

New Amount Due: **\$162.37**

Account #: 3-0923-8606499

Service Location: 573 SUMMIT AVE

PERIODIC NOTICE OF NON-PAYMENT

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 6/5/19. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, an additional late fee of five percent (5%) of the original amount due has been applied to your outstanding balance due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the original amount due will be applied each month for the first ninety (90) days of nonpayment. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

If you believe payment has been made, please contact customer service at 952-946-5277, Monday through Friday (8:00 AM – 4:30 PM).

Mail Payment To: Republic Services #923
PO BOX 9001154
Louisville, KY, 40290-1154

Pay by Credit Card: Call Credit Department at 952-946-5277 or go online to Republicservice.com.

If payment is not received within two (2) months of the original due date of the original invoice, the balance listed above plus penalties will be sent to the City of Saint Paul for notification of non-payment. The balance plus the established administrative fees will be assessed by the County Auditor to the Property Taxes for this property.

We thank you for your prompt attention to this matter.



Citywide Coordinated Garbage Collection Program

Invoice and Final Notice

You Owe: \$170.10
Due Date: 6/10/19
Property Add: 573 SUMMIT AVE
Property ID#: 01-28-23-23-0209
Project #: CG1902C3

**PLEASE PAY
YOUR
GARBAGE BILL
TODAY**

*JAN 28 - 108.⁷¹ (6089)
APR 19 - 96.08*

Joe Gerstl
Leslie Ann Gerstl
573 Summit Ave
St Paul MN 55102-2605





Why am I receiving this notice?

You owe **\$170.10** for January through March, 2019.





What will happen after 6/10/19 ?

This bill and additional fees will be collected with your property taxes, according to City ordinance.

How can I pay?

-  1) Pay by mail: send the bottom of this invoice with your payment to the address listed.
-  2) Pay online at: stpaul.gov/assessments 
-  3) Pay in person at: St. Paul Assessment Section at 700 City Hall, 15 W. Kellogg Blvd.

Where can I find out more information?

-  -Call 651-266-8858 to ask about your bill.
-  -Call 651-266-6101 to ask about the program.
-  -Visit stpaul.gov/departments/public-works/garbage to learn more
-  -Visit stpaul.gov/disputegarbage if you would like to dispute this charge.

Are there any other details?

- This assessment is authorized under Minn. Stat. Chap. 443.29 and the Saint Paul City Charter by the procedure outlined in Minn. Stat. Chap. 429.
- It is for Garbage Service; Jan 1 - Mar 31 2019 by Republic Services.

Tenemos a su disposición servicios de intérpretes gratuitos 651-266-6100. Adeegyada tarjumaada oo lacag la'aan ah ayaad helaysaa 651-266-6100. Yog koj xav tau tus neeg pab txhais lus dawb 651-266-6100.

(Return this portion with your payment)

Owner or Taxpayer

Joe Gerstl
Leslie Ann Gerstl
573 Summit Ave
St Paul MN 55102-2605

Property Address: 573 SUMMIT AVE
Property ID Number: 01-28-23-23-0209
Project #: CG1902C3
AMOUNT DUE: \$170.10

Make checks payable to the **CITY OF SAINT PAUL** and mail to:
Office of Financial Services - Assessments
700 City Hall
15 West Kellogg Boulevard
Saint Paul MN 55102 - 1658

Returned checks are subject to a \$30 returned item fee.



Saint Paul City Council

Public Hearing Notice

Ratification of Assessment

OWNER OR TAXPAYER

Joe Gerstl
Leslie Ann Gerstl
573 Summit Ave
St Paul MN 55102-2605

FILE # **CG1902C3**

ASSESSMENT #**190111**

PROPERTY ADDRESS
573 SUMMIT AVE

PROPERTY ID NUMBER
01-28-23-23-0209

ASSESSMENT Collection of delinquent Garbage Bill for services provided January through March, 2019. The proposed assessment for the above property is **\$170.10**.

The City previously mailed to you a final invoice for this service. Since the invoice was not paid by the due date, it is now being processed as an assessment on your property.

LEGISLATIVE PURPOSE: To assist in resolving disputed assessments.

HEARING TIME: **Thursday, July 25, 2019 at 10:30 AM**

PLACE: **Room 330, Third Floor, City Hall-Court House, 15 W Kellogg Blvd**

Written or oral statements by any owner will be considered at this hearing. The hearing officer will review your information and make a recommendation to the City Council. If you wish to attend this hearing, please fill out the form at: www.stpaul.gov/hearinggarbage within 5 days of receiving this notice.

CITY COUNCIL PURPOSE: To consider ratification of the assessment for delinquent Garbage Bill for services provided January through March, 2019.

TIME: **Wednesday, September 11, 2019 at 3:30 PM**

PLACE: **City Council Chambers, Third Floor, City Hall-Court House, 15 W Kellogg Blvd**

Written or oral statements by any owner, along with any recommendations of the hearing officer, will be considered at this hearing. The City Council may decide to adopt the proposed assessment.

PAYMENT Per city ordinance you may prepay all or part of your delinquent Garbage Bill before it is approved as an assessment. Options to prepay:

OPTIONS

1. Pay online at www.stpaul.gov/assessments.
2. Pay in person with the City of Saint Paul at the address listed on the reverse side.
3. Mail payment to the address on the reverse side and include your name and property address.

If the assessment is approved, you will have until November 15, 2019 to pay before the City sends it to Ramsey County for collection with your 2020 property taxes. No interest is applied to this charge, but a \$2.50 flat fee will be added per city ordinance to cover administrative costs.

**Re: Garbage Collection Services
Republic Services**

JOE GERSTL
or Current Property Owner
573 SUMMIT AVE
SAINT PAUL, MN 55102-2605

Date of Notice: 7/1/2019
Original Due Date 4/30/2019
New Amount Due \$170.49
Account # 3-0923-8606499
Service Location 573 SUMMIT AVE

PERIODIC NOTICE OF NON-PAYMENT

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 7/1/2019. The balance is the responsibility of the property owner. Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, an additional late fee of five percent (5%) of the original amount due has been applied to your outstanding balance due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the original amount due will be applied each month for the first ninety (90) days of nonpayment. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

If you believe payment has been made, please contact customer service at 952-946-5277, Monday through Friday (8:00 AM – 4:30 PM).

Mail Payment To: Office of Financial
Services - Assessments
700 City Hall
15 West Kellogg Boulevard
Saint Paul, MN 55102-1658

Pay by Credit Card: Call Financial Services at 651-266-8858 or go online to RepublicServices.com

Because your payment was not received by your garbage collection provider within two months of the original due date on your original invoice, the balance listed above plus penalties was certified and sent to the City of Saint Paul for notification of non-payment. The balance plus the established administrative fees will be assessed by the County Auditor to the Property Taxes for this property.

We thank you for your prompt attention to this matter