

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, March 4, 2020 3:50 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul)
Subject: RE: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

Thanks Frances

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 4, 2020 2:09 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, March 4, 2020 1:38 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

No, Everything has now been taken care of with both the city and the customer directly.

Thank you

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, March 4, 2020 1:32 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Frances,
Please see question 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, March 4, 2020 1:27 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Thanks Frances,

Do you know if the resident was incorrectly charged for any other quarters?
Please look into this.

Clare, please removed the Q4 2019 charge.

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 4, 2020 10:48 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, March 4, 2020 10:38 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Good Morning,

Please remove the back billing assessment in the amount of \$490.01 plus also the assessment in the amount of \$192.16 plus late fees

Total remove of assessment should be \$711.00

Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:efestrella@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: Tuesday, March 3, 2020 10:16 AM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Romack,
Please see attached and information below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, March 3, 2020 9:39 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 1059 HAGUE AVENUE (PID: 022823220125)
Property Owner: ALENA LASHUK
Phone Number or Email: 6127019115; alena_lashuk@yahoo.com
Pending Assessment Amount: \$711.00
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Resident has been getting double billed for the property at 1059/1061 Hague Ave. According to Ramsey County records, Both 1059 and 1061 are within the the same duplex with a PID of 022823220125. This means that the resident has two separate accounts for a single property and is therefore getting charged incorrectly for the property. The unit with the address of 1059 Hague is currently getting billed for two 64-gallon containers while the unit with the address of 1061 Hague is getting billed for one 94-gallon container. **This is incorrect as the resident is getting billed for three carts instead of the required two that the under the citywide coordinated collection they would be required to have.**

Furthermore, Resident has provided documentation that they only have a 94-gallon container at the property (please see attached photo), which would be for the account under the address at 1061 Hague. Therefore, they should not be getting billed for this account. The current assessment is not only problematic in the sense that Republic Services should not be billing for carts that are not at the property but that the amount is way over the cost of two 64-gallon containers (\$220.96 with late fees). **Please break down the currenrent Q4 2019 bill and explain why it appears to be much higher than it should be.** Failure to do so will result in the city recommending deletion of the entire amount.

This has been an on going issue with this property (see attached e-mail regarding Q3 2019).

Best,

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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