

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, March 31, 2022 9:00 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see information below from Republic.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, March 31, 2022 8:56 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello Clare,

Lets look at this again... I don't see where we owe the customer a credit. If you would like to discuss via phone today please let me know. Thank you

Q3 2021:

- Billing: \$167.33 + \$25.11 (late fee) = \$192.44 (regular invoice) + \$66.12 (extra bags) + \$25.11 (late fee) = \$192.44
- Payment: \$0.00
- Contact:
 - o 7/12/2021: Called for vacation hold 7/15 – 11/30
- Credit because of the vacation hold is:
 - o \$167.33 (balance without late fee) - \$86.33 (vacation hold 7/15 – 9/30) = \$81.00 + \$25.11 (late fee) = \$106.11

Q4 2021:

- Billing: \$29.29 + \$4.38 (late fee) = \$33.67 (Sept 18 – Dec 31) - \$86.33 (vacation hold 7/15 – 9/30) = \$29.29
- Payment: \$0.00

Q1 2022:

- Billing: \$27.14 = \$141.67 (Dec 1 – Mar 31) - \$114.52 (Sept 19 – Dec 31) = \$27.14

- Payment: \$27.14 on 1/27/2022

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd
Inver Grove Heights
e festrella@republicservices.com
o 651.286.4588
w RepublicServices.com



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 30, 2022 5:08 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,
Please see request from Clare.

Greg Revering

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

763-295-2054

From: Clare (Public Works Garbage) <garbage@ci.stpaul.mn.us>
Sent: Wednesday, March 30, 2022 1:57 PM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Frances. Looking at the email chain again, you provide the following billing/payment information for Q4 2021:

Q4 2021:

- *Billing: \$29.29 = \$86.33 (credit for service from July 15th – Sept 18th 2021) + \$115.62 (bill service from Sept 19th – Dec 31st) = \$29.29*
- *Payment: \$0.00 as of 10/20/2021*
- *Size: 95gal trash*
- *Contact: Nothing as of today*

Shouldn't they have received **\$115.62** in credits? I can remove the assessment of \$29.29 but they would still be owed \$115.62-\$29.29 = **\$86.33**. This especially true if their Q1 2022 invoice is for Dec 1 2021 - March 31 2022 like you stated in a previous email. **Please respond by tomorrow at 2:00 PM as there is a hearing for this property next week.** If there is something I am missing with this billing inquiry, just let me know.

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Tue, March 29 at 8:45, Consortium wrote:

Please see Republic update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Tuesday, March 29, 2022 8:02 AM

To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Yes, Please remove. Thank you

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

 festrella@republicservices.com

 651.286.4588

 RepublicServices.com



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 28, 2022 12:44 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

This Message Is From an External Sender
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Frances,

Please see question from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (Public Works Garbage) <garbage@ci.stpaul.mn.us>

Sent: Monday, March 28, 2022 10:50 AM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Frances,

The property owner reminded me that he had called about his Quarter 4 2021 invoice before. When I asked about the Quarter 4 2021 invoice amount via email in November 2021, you replied

Good Morning,

Looks like the customer called for the final bill and to say they where moving and would cancel the service. Never wanted the vacation hold removed. I will readd the vacation hold from 9/19 – 11/30/2021 per the customer original request.

The customer would not owe the \$29.29, the customer next invoice Q1 2022 will show the balance from 12/1/2021 – 3/31/2022.

Should I remove the Q4 2021 assessment then?

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Fri, March 25 at 13:40, Consortium wrote:

Please see update from Republic.

Sent from my iPhone

Begin forwarded message:

From: "Estrella, Frances" <FEstrella@republicservices.com>
Date: March 25, 2022 at 12:39:46 PM CST
To: Greg Revering <grevering.sph@gmail.com>
Cc: "Mathiasen, Beverly" <BMathiasen@republicservices.com>
Subject: RE: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Good afternoon,

Q4 2021:

- Billing: $\$29.29 + \$4.38 = \$33.67$
- Payment: \$0.00
- Size: 90gal
- Contact: Nothing

Q1 2022:

- Billing: \$27.14
- Payment: \$27.14 on 1/27/22
- Size: 90gal
- Contact: Nothing

Thank you

Frances

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: Greg Revering <grevering.sph@gmail.com>
Sent: Friday, March 25, 2022 12:40 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: Fwd: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Frances,

Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Clare (Public Works Garbage)" <garbage@ci.stpaul.mn.us>
Date: March 25, 2022 at 11:21:22 AM CST
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 666 Orleans St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry
Reply-To: Public Works Garbage <garbage@ci.stpaul.mn.us>

Hello,

We've received an Assessment Inquiry for 666 Orleans St, Saint Paul, Minnesota, 55107. Please forward to Republic Services for their input.

Ticket Requester: Cranston Cassells

Ticket Requester Email: (if available) sircranston@msn.com

Ticket Request Phone Number: (if available) +16124147464

Property ID #: 072822310052

Property Address: 666 Orleans St, Saint Paul, Minnesota, 55107

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$33.67

Hauler: Republic Services

Ticket Comments: Property owner stated that they already paid Republic Services for their Q4 2021 invoice. Please provide the following information for Q4 2021 - Q1 2022:

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>