

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, October 8, 2020 10:27 AM
To: Swanson, Christopher (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: 669 Kent St Q2 2020 Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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: Thursday, October 8, 2020 10:26 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 669 Kent St Q2 2020 Assessment Inquiry

Good Morning,

Billing History:

- Q1 2020: \$0.00
- Q2 2020: \$93.07
- Q3 2020: \$29.51

Payment history:

- Q1 2020: \$0.00
- Q2 2020: \$93.07 on 4/23/2020
- Q3 2020: \$29.51 on 7/25/2020

Customer calls:

- 4/15/2020: Customer called and spoke to Manteza that she didn't want service because she doesn't have enough. Manteza informed she can't cancel and that she can go down in size or report vacancy to the city. Customer decided to go from the 68gal to the 32gal EOW service.
- 7/17/2020: Customer called in a missed pick up but we picked up the following date at 9:50am

No other phone calls from the customer or an agent. Please remove assessment as this customer did make a payment.
Thank you

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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 7, 2020 4:57 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 669 Kent St Q2 2020 Assessment Inquiry

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

Frances,
Please see information and request 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: Wednesday, October 7, 2020 4:53 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 669 Kent St Q2 2020 Assessment Inquiry

Please forward to: Republic Services

Property Address & PID: 669 Kent St & 362923220217

Property Owner: Jeanell Soto Lopez
Phone Number or Email: 651-307-0347 or nellies37@comcast.net
Pending Assessment Amount: \$93.07
Quarter Pending Assessment is For: Q2 2020

Summary of Issue:

Property owner stated that they made a payment for Q2 2020 to Republic Services. When they called Republic to confirm this payment after receiving the first notice of nonpayment in May 2020, the CSR confirmed that Republic Services had received the payment. **Please provide records of all invoices and payments documented from Q1 2020 – Q3 2020. Please also provide a record of contact with the property owner from Q2 2020 – Q3 2020.**

Thank you!



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City in America

Clare Pillsbury

Management Assistant I

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Saint Paul, MN 55102
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