

## Pillsbury, Clare (CI-StPaul)

---

**From:** grevering.sph@gmail.com  
**Sent:** Monday, August 31, 2020 10:06 AM  
**To:** Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 564 OHIO STREET - (Q2 2020) 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

---

**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Monday, August 31, 2020 10:02 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 564 OHIO STREET - (Q2 2020) Assessment Error/Complaint Inquiry

Good Morning Clare,  
No, there was not.

Thank you  
Frances

**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.

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, August 31, 2020 9:50 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 564 OHIO STREET - (Q2 2020) 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 clarifying question.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, August 31, 2020 9:39 AM  
**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: 564 OHIO STREET - (Q2 2020) Assessment Error/Complaint Inquiry

Thank you Frances. Was there an invoice issued for Q3 2020?



**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)

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, August 31, 2020 9:32 AM

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: 564 OHIO STREET - (Q2 2020) Assessment Error/Complaint Inquiry

**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

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Monday, August 31, 2020 9:31 AM

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

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

**Subject:** RE: 564 OHIO STREET - (Q2 2020) Assessment Error/Complaint Inquiry

Good Morning Clare,

Please remove the assessment, you are correct this should not have been sent to the customer. What happened is the invoice went out on 4/5/2020 and the vacation hold didn't take effective till 4/7/2020. Please remove the assessment off this account customer doesn't owe any money from April 7<sup>th</sup> – August 25<sup>th</sup>, 2020. Next invoice on October 5<sup>th</sup>, 2020 will be for service from 8/25/2020 – 12/31/2020.

Invoices for 2020:

Q1 2020:

Went out 1/5/2020

Amount: \$57.60

Service period: Jan – March 2020

Paid by customer on 2/28/2020

Q2 2020:

Went out 4/5/2020

Amount: \$57.60

Service period: April – June 2020

Customer doesn't owe. Please remove the assessment

Thank you

Frances

**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.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, August 27, 2020 12:26 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 564 OHIO STREET - (Q2 2020) 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 information and request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Thursday, August 27, 2020 12:05 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:** 564 OHIO STREET - (Q2 2020) Assessment Error/Complaint Inquiry

Please forward to Republic:

**Property Address & PID:** 564 OHIO STREET (PID: 917-709-5291)  
**Property Owner:** Mary Habstritt  
**Phone Number or Email:** 917-709-5291; [mhabstritt@verizon.net](mailto:mhabstritt@verizon.net)  
**Pending Assessment Amount:** \$57.60  
**Quarter Pending Assessment is For:** Delinquent Garbage Bill Q2 2020; Service April to June 2020; small cart EOW no late fees

**Summary of Issue:** Property owner stated that they submitted a temporary service hold on 01/10/2020 for the time period of 04/07/2020 - 08/25/2020. Staff has confirmed that a temporary service hold was submitted in January 2020.  
**Please explain why the service hold does not appear to have been implemented and send all invoice and payment history for the account from Q1 2020 – Q3 2020.**

Thank you!



**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)

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)