

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, March 11, 2020 9:03 AM
To: Vang, Mai (CI-StPaul)
Subject: FW: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

Hello Mai,

Could you do an amended resolution to delete Council decision for the above address for their Q3 2019 assessment? The reasoning is in the e-mail below but to summarize it, they were being billed for two 90-gallon carts at the property when they only had one 90-gallon cart. Therefore I requested that the assessment be reduced to the cost of one 90-gallon cart without late fees (\$102.44).

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

The Most Livable
City in America



www.stpaul.gov/garbage

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, March 11, 2020 8:51 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

Thank you Manteza. I will recommend that the assessment be reduced to the cost of one 90-gallon container without late fees, which would be \$102.44. It looks like he should be squared away going forward.



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

The Most Livable
City in America



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 10, 2020 4:31 PM
To: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see update below from Republic Services.

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

763-295-2054

From: Nawodi, Manteza <MNawodi@republicservices.com>
Sent: Tuesday, March 10, 2020 4:01 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>; Kraft, Tyler <TKraft2@republicservices.com>
Subject: RE: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

Matthew called on 07/16/19 stated he has 1 90 Gal on site, we did not credit because I was told if the property is duplex but they one cart on site they have to pay for 2 carts
7-5-2019 Invoice Jul 01/19 to Sep 30/19

2 90 gal	\$204.88	
1 day charge	- \$ 1.80	
	\$203.08	
3 late fees	+ 30.45	
	\$233.53	Q3 2019 assessment

On 11/06/2019 he contact us, on 11/09/2019 I send the driver to do cart verification and I received the response that they have 1 90gal cart on site, we delivered 2nd 90gal on 11/21/2019
We credit \$57.79 for 2nd cart not on site on Q4.2018, In End of Dec 2019 requested to down size carts from 2 90gal carts to 2 32gal EOW was billed for Q1 2020

Thank you
Manteza Nawodi
Billing Coordinator

4325 66th St E
Inver Grove Heights, MN 55076
e mnawodi@republicservices.com
o 651-286-4569



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 10, 2020 8:46 AM
To: Nawodi, Manteza <MNawodi@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>; Kraft, Tyler <TKraft2@republicservices.com>
Subject: FW: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

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

Manteza,
I see that Frances is out. Please see information and request below.

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

763-295-2054

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 10, 2020 8:43 AM
To: FEstrella@republicservices.com
Cc: TKraft2@republicservices.com; rfranklin3@republicservices.com
Subject: FW: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

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: Tuesday, March 10, 2020 8:39 AM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>

Subject: 851 ASHLAND AVE- (Q3) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 851 Ashland Ave (PID: 02-28-23-13-0043)

Property Owner: Matthew Thorson

Phone Number or Email: 612-308-4192

Pending Assessment Amount: \$233.53

Quarter Pending Assessment is For: Garbage Service July – September 2019

Summary of Issue: The caller stated that he received billing from Republic Services for 2 96-g carts, and that his 3rd quarter garbage bill was referred to the city for 2 96-g carts, but he has only had 1 96-g at his property since the start of the garbage program. On 11/06/2019 Republic Services was asked to contact this property owner to discuss his 3rd quarter billing and confirm which size cart he would like for his required second cart, as this is a 2 RDU property. Republic responded that they would send a driver to verify that cats size on site and adjust the account. This does not look like it happened. Please verify the number of carts that were on site in Quarter 3 2019.



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

The Most Livable
City in America



www.stpaul.gov/garbage