Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, February 2, 2022 10:55 AM
To: grevering.sph@gmail.com; Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul)
Subject: RE: FW: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Frances!

Clare Pillsbury
Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, February 1, 2022 12:55 PM
To: Support (Zendesk) <support@saintpaul.zendesk.com>
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

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

Please see update from Republic Services.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, February 1, 2022 12:29 PM

To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Good afternoon,
I have submitted the credit for the additional month and a half with no cart and I have switched out the 2 32gal weekly for 2 purple lid containers. I will contact the customer and inform. Thanks

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

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, February 1, 2022 10:57 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

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

Frances,
Please see request from Clare.

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, February 1, 2022 10:25 AM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Frances,

The property owner brought up two additional concerns. They wanted to make sure that they had been credited for the period of 8/12/2021 - 9/30/2021 when they only had one 96-gal cart and one 35-gal cart. **Please confirm whether they were credited for this period. By my calculation they should have been credited around $35.91. Is that correct?**

The property owner also stated that instead of two 35-gal with EOW pick up, they were delivered another 35-gal with weekly pick up. **Please arrange two switch out the two 35-gal with weekly service to two 35-gal EOW carts at no additional cost to the resident.**

Once you have addressed, both these concerns please call the property owner to confirm and send an email response to us at the city.

Thank you!

Clare Pillsbury

--

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, February 1 at 9:48, Clare Pillsbury wrote:

> Thank you Frances. This makes sense. I will go ahead reduce the Q4 2021 assessment then.
>
> Clare Pillsbury
>
> --
>
> 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 Mon, January 31 at 16:03, Consortium wrote:

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: Monday, January 31, 2022 3:15 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

Q4 2021:

- Billed: $210.68 (90/32/32)
- Should have been billed: $170.22 (90/32)
- Payment: $132.90
    - $170.22 (bill) - $132.90 (pay) = $37.32 + 11.67 (late fee)
- Corrected certification adjustment: $48.99

Q1 2022:

- Billed: $246.43
- Should have been billed: $223.16 (due to only having 2 of 3 carts for Jan)

- Credit amount: $23.27 (Month of Jan for 1 of the 3 carts not on site)

Please let me know if this makes more sense. 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

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 31, 2022 11:31 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: FW: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

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

Frances,

Please see request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, January 31, 2022 11:08 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: Fwd: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Frances. **Please break down the total amount of credits that you will be adding to the account.**

Also, I understand that your recommendation to reduce the Q4 2021 assessment to $69.04 is to account for the the cost of a 35-gal cart with every week service. **However, since they already made a payment of $132.90, shouldn't the assessment be reduced to the difference between the payment and the actual cost of a 96-gal and a 35-gal cart (170.27)?** This would reduce the assessment to $37.37.

Clare Pillsbury

--

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 Wed, January 26 at 8:37, Consortium wrote:

Please see update from Republic.

Sent from my iPhone

Begin forwarded message:

From: "Estrella, Frances" <FEstrella@republicservices.com>
Date: January 26, 2022 at 8:11:55 AM CST
To: grevering.sph@gmail.com
Cc: "Mathiasen, Beverly" <BMathiasen@republicservices.com>
Subject: RE: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Good Morning,

Q3 2021:

- Billing: $290.88
- Size: 90/60/60
- Payment: $290.88
- Contact: Nothing

Q4 2021:

- Billing: $210.68
- Size: 90/32/32
- Payment: $132.90

- Contact:
    - 8/2/2021: Customer called to switch from 2 60gal to 2 32gal trash carts.
    - 12/9/2021: Customer called to inform us that she has only 2 carts but being charged for 3 carts

Q1 2022:

- Billing: $246.43
- Size: 90/32/32
- Payment: $176.62
- Contact: Nothing

I have scheduled the cart to be delivered tomorrow. I have submitted a credit to the customer for the difference in not having the container, Please change the Q4 2021 certification by $69.01. Going forward the customer will have the 3 carts on site and be charged the 3 carts. 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

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 25, 2022 4:26 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

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

Frances,

Please see the information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, January 25, 2022 2:43 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: 640 Holly Ave, Saint Paul, Minnesota, 55104 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 640 Holly Ave, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

Ticket Requester: Lyle Kratzke

Ticket Request Phone Number: (if available) +16513435779

Property ID #: 022823140089

Property Address: 640 Holly Ave, Saint Paul, Minnesota, 55104

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

Billing year for Pending Assessment: 2021

Pending Assessment Amount: $89.45

Hauler: Republic Services

Ticket Comments: Property owner stated that they have been charged for three carts when they have only had two carts at the property. On August 12, 2021 Republic Services picked up two 64-gal from the property and returned with 35-gal cart with weekly pick up. As of that date, the property only had a 96 and 35-gal with weekly pick up. However the account was still being charged for a 96-gal cart and two 64-gal carts. **Please explain why this was the case and provide the following information for Q3 - Q1 2022**:

- Service Level (size and number of carts)
- Itemized breakdown of invoice
- Payment history
- History of Contact with property owner

The property owner was also told that as a property with 3 RDU's, they would be required to have 3 carts. They stated that moving forward they would like 96-gal and two 35-gal EOW. **Please call the property owner to set that up.**

Thank you!

--

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