

## Pillsbury, Clare (CI-StPaul)

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

763-295-2054

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**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



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, March 30, 2022 5:08 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto: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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (Public Works Garbage) <[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)>  
**Sent:** Wednesday, March 30, 2022 1:57 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto: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](mailto: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](mailto:grevering.sph@gmail.com)

763-295-2054

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

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

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto: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

e [festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651.286.4588

w [RepublicServices.com](http://RepublicServices.com)



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, March 28, 2022 12:44 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto: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](mailto:grevering.sph@gmail.com)

763-295-2054

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

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

**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto: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 were 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](mailto: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](mailto:FEstrella@republicservices.com)>  
**Date:** March 25, 2022 at 12:39:46 PM CST  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** "Mathiasen, Beverly" <[BMathiasen@republicservices.com](mailto: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 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.\*

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**From:** Greg Reverting <[greverting.sph@gmail.com](mailto:greverting.sph@gmail.com)>  
**Sent:** Friday, March 25, 2022 12:40 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Mathiasen, Beverly <[BMathiasen@republicservices.com](mailto: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](mailto:garbage@ci.stpaul.mn.us)>  
**Date:** March 25, 2022 at 11:21:22 AM CST  
**To:** Consortium <[greverting.sph@gmail.com](mailto:greverting.sph@gmail.com)>, Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto: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](mailto: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](mailto: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](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>