

## Vang, Mai (CI-StPaul)

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**From:** Panzer, Tanya (CI-StPaul)  
**Sent:** Monday, December 2, 2019 2:31 PM  
**To:** Pillsbury, Clare (CI-StPaul); Vang, Mai (CI-StPaul)  
**Subject:** RE: 597 Hazel St N Billing - Republic

I will reduce it from the Certified File now. Mai can do a RES to Reduce for Dec 9 or 16, 2019. All other changes to Q4 2018 and Q1, Q2 2019. Will have to be abated from the 2020 Taxes.

ThankS

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, December 2, 2019 2:21 PM  
**To:** Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Panzer, Tanya (CI-StPaul) <tanya.panzer@ci.stpaul.mn.us>  
**Subject:** FW: 597 Hazel St N Billing - Republic

Hello Mai & Tanya,

Could you help to remove the \$296.71 from the 2019 Q2 assessment of \$413.36 for the above property? **The new 2019 Q2 assessment should be \$116.65.** Per Republic Services, there was an error in billing as they had two accounts listed for the property when they should have only had one. I have attached the e-mail below as proof.

Thank you!



The Most Livable  
City in America

### 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)



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

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Wednesday, November 27, 2019 4:14 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 597 Hazel St N Billing - Republic

Hi Clare,

Can you work with Tonya and Mai to get the assessments listed below removed? Thanks

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, November 26, 2019 8:56 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 597 Hazel St N Billing - Republic

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

Chris,

Please see Frances email below.

*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:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Tuesday, November 26, 2019 8:44 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: 597 Hazel St N Billing - Republic

Chris,

Please see Frances email below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

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**From:** Estrella, Frances  
**Sent:** Tuesday, November 26, 2019 8:43 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 597 Hazel St N Billing - Republic

Good morning,

Please remove certification for Madison Britton, this is a duplicate account for this address. Amount to remove from certification for this duplicate account is \$296.71.

Tamara Sylte account is an active account. Here is the following history:

Billed:

- Q4 2018: \$102.44 plus late fees
  - o Payment received on 12/26/18 for \$112.68
- Q1 2019: Never billed
  - o Customer called to inform us that she sold that property as of 12/31/19
  - o No cart ever removed
- Q2 2019: Jan – June service \$204.89 plus late fees (certified)
  - o Per Master list we realized still owner so we reopened account as of 1/1/19 and billed for service.
- Q3 2019: July – Sept service \$102.44 plus late fees (certified)
- Q4 2019: Oct – Dec service \$102.44 plus 1 late fee so far (no payment yet)

Please let me know if this helps and if I can do anything else. Thank you

**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:** Franklin, Romack  
**Sent:** Thursday, November 21, 2019 4:50 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 597 Hazel St N Billing - Republic

Frances,

Please see the City's email below and respond accordingly.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



"We'll handle it from here."

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, November 21, 2019 2:06 PM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 597 Hazel St N Billing - Republic

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

Romack,  
Please see request below.

*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:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Thursday, November 21, 2019 12:22 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** 597 Hazel St N Billing - Republic

Hi Republic,

Phillip Shusta purchased this house in Jan 2019.

He has an acct with Republic and said that his roommate has been paying the bills every 3 months. It sounds like there may be two accounts at this property. The one in the roommate's name and one in the homeowners name (Tamara Sylte).

This would be the first thing we need to check on.

The second thing is the Assessment Office has a April to June Bill of \$413.36 and a July to Sept Bill for \$117.80. These both indicate Tamara Sylte as an owner. What is the \$413.36 bill for? The renter stated that his roommate has been paying the bill all these months.

Can you provide the breakout of the \$413.36 and investigate to ensure there has not been two payments made on this account?

Thanks!

Chris