

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Friday, February 21, 2020 10:02 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: 1059 Hague Avenue- (Q4) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, February 21, 2020 10:01 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1059 Hague Avenue- (Q4) Assessment Error/Complaint Inquiry

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

Chris,
Please see information below.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Friday, February 21, 2020 9:46 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1059 Hague Avenue- (Q4) Assessment Error/Complaint Inquiry

I spoke to the customer over a week ago and we found an error and corrected it. The customer switched her duplex property from the size she currently has on site to 2 32gal EOW starting 2/27/2020.

Please remove the assessment. Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
e festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, February 19, 2020 9:09 AM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 1059 Hague Avenue- (Q4) Assessment Error/Complaint Inquiry

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

Romack,
Please see information and request below.

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

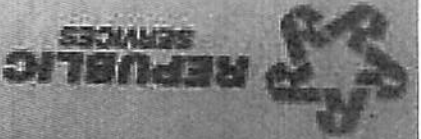
763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, February 19, 2020 8:46 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1059 Hague Avenue- (Q4) Assessment Error/Complaint Inquiry

Please forward to Republic:

Property Address & PID: 1059/1061 Hague Avenue (PID: 022823220125)
Property Owner: Alena lashuk
Phone Number or Email: 61270191185; alena_lashuk@yahoo.com
Pending Assessment Amount: \$102.44
Quarter Pending Assessment is For: Garbage Service for 1 large cart; Jul 1 - Sep 30 2019

Summary of Issue: Resident's assessment for 1059 Hague Avenue was initially reduced from \$220.99 to \$102.44 due to the fact that she only had one 94 gallon cart at the property instead of two 64-gallon medium carts. However resident stated that she paid the amount of \$102.44. When she sent us a picture of the bill for the 94-gallon cart, it appears as though the account that listed the 94-gallon cart was for 1061 Hague Avenue. According to Ramsey County records, Both 1059 and 1061 are within the the same duplex with a PID of 022823220125. This means that the resident has two separate accounts for a single property and is therefore getting charged incorrectly for the property. Please provide billing and payment history for the account for \$102.44. Please also follow up with resident to consolidate the two accounts and ensure that the resident has the correct number and sizes of carts moving forward.



4325 East 66th St
 Inver Grove Heights MN 55075

Customer Service (952) 941-5174
 RepublicServices.com/Support

Important Information
 With My Resource, you can easily access your account, pay your bill, schedule a pickup and more. Sign up today at RepublicServices.com/MyAccount

Account Number	3-0823-660839
Invoice Number	0823-004020526
Invoice Date	July 09, 2019
Previous Balance	\$102.44
Payments/Adjustments	- \$102.44
Current Invoice Charges	\$102.44
Autopayment	\$102.44
Payment Due Date	July 25, 2019

PAYMENTS/ADJUSTMENTS

Description	Reference	Amount
Inv# 003949933 Dated 05/01/19	Re: Late Fee	\$5.12
Inv# 003968729 Dated 05/31/19	Re: Late Fee	\$5.38
Inv# 004003151 Dated 07/01/19	Re: Late Fee	\$5.65
Inv# 003928787 Dated 04/05/19	Re: Residential Service	\$102.44
Inv# 003953939 Dated 05/01/19	Re: Residential Service	\$5.12
Inv# 003971518 Dated 05/31/19	Re: Residential Service	\$5.38
Inv# 004005163 Dated 07/01/19	Re: Residential Service	\$5.65

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Alena Lashuk 1061 Hague Ave Saint Paul, MN Contract: 69354 (C1) 1 Waste Container 90 Gal, 1 Lift Per Week Residential Service 07/01-09/30			\$74.37	\$74.37
Total County Environmental Charge				\$7.25
Total Solid Waste Management Tax				\$102.44

CURRENT INVOICE CHARGES, AutoPayment due on July 25, 2019

