

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, March 12, 2020 10:47 AM
To: Pillsbury, Clare (CI-StPaul); Young, Susan (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Frances below.

Greg Revering

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, March 12, 2020 9:22 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>; Kraft, Tyler <TKraft2@republicservices.com>
Subject: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

That sounds good. Thank you Clare

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto: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: Thursday, March 12, 2020 9:20 AM
To: Estrella, Frances <FEstrella@republicservices.com>

Cc: Franklin, Romack <RFranklin3@republicservices.com>; Kraft, Tyler <TKraft2@republicservices.com>

Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Frances,

Please see information and recommendation 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: Thursday, March 12, 2020 8:59 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: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you. So it looks like he had a 94-gallon and a 64-gallon cart then. With those sizes this looks like it makes sense.

It looks like therefore the assessment you are suggesting is \$181.96. Since our records show that the Vacancy request form was submitted to Republic Services on 12/01/2019, we are going to reduce the assessment by \$34.15, to make up for the one month in which service was not provided for the 94-gallon container. This would make the recommended assessment \$147.81.



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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Wednesday, March 11, 2020 2:48 PM

To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

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

Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Clare,
Please see response below.

Greg Revering

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, March 11, 2020 2:40 PM
To: grevering.sph@gmail.com; Kraft, Tyler <TKraft2@republicservices.com>
Subject: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Clare,
Per our conversation on the phone I informed you I would break down the invoices vs what the customer paid to get to the bottom of this one.

Q1 2019:

- Invoiced: \$203.32
- Paid: \$102.44
- Certified: \$100.88 + \$15.90 late fees = \$116.78

Q2 2019:

- Invoiced: \$25.94
- Paid: \$25.94
- Nothing certified

Q3 2019:

- Invoiced: \$198.52
- Paid: \$102.41
- Certified: \$96.11 + \$9.93 = \$106.04

Back bill:

- Invoiced: \$173.82
- Paid: \$102.40
- Certified: \$71.42

Q4 2019:

- Invoiced: \$198.52
- Paid: \$102.40
- Certified: \$96.11 + 14.43 late fees = \$110.54

Please let me know if this makes sense. 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



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 11, 2020 1:41 PM
To: Estrella, Frances <FEstrella@republicservices.com>; Kraft, Tyler <TKraft2@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Frances,
Please see clarifying questions 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, March 11, 2020 1:30 PM
To: 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: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Frances. I still have some confusion now with the Q1 2019. **Can you tell me how it was calculated?** There are some things that are not adding up.

1. How was the \$173.82 calculated? This invoice charge seems to be off for two 64-gallon containers.
2. You stated that the customer paid \$102.40 and that the back bill was for the \$71.42 that was unpaid. However, when looking at the delinquent bills that were sent to the City of Saint Paul for Q1 2019, it appears as though Republic Service reported that \$110.97 had not been paid. Why did Republic report that amount to the city? Furthermore, why did it not send the \$71.42 to the City of Saint Paul for collection?

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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 11, 2020 11:09 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Clare,
Please see the answers below in Red from Frances.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, March 11, 2020 10:50 AM
To: grevering.sph@gmail.com
Subject: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Clare,
Please see the answers below in Red. Thank you

Frances

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
o 651-286-4588



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 9, 2020 1:59 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Frances,
Please see 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: Monday, March 9, 2020 1:55 PM
To: 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: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Frances. I can see that. Just a few additional questions:

1. How was the \$71.42 calculated? This was a short pay from the customer. The invoice was \$173.82 Customer paid \$102.40 leaving \$71.42.
2. Can you provide a record of contact with the property owner from Q1 2019 – Q4 2019?
 - a. Customer called on 1/14/2019 saying this is a single family home he doesn't want or need 2nd container
 - b. Customer called on 1/18/2019 saying that she never received 2 containers from the city from the beginning of the program.
 - c. Customer called on 5/7/2019 saying she was requested to go to a hearing and wanted to know what it was for
 - d. Customer called on 12/23/2019 to schedule a TV to be picked up

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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 9, 2020 10:24 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Clare,
Please see update from Frances.

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

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From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, March 9, 2020 10:22 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

The back bill is for the Q1 2019 the customer didn't want the service and kept closing out the second container and we had to keep reopening as she was a duplex. Both containers are on site and have always been till 12/19/2019 as the property became vacant 12/1/2019.

Thanks

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)

o 651-286-4588

w RepublicServices.com



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Sent: Monday, March 9, 2020 9:54 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Frances,
Please see question below.

Greg Revering
Chief Manager
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763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, March 9, 2020 9:51 AM
To: 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: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Frances.

What was the reason for the back billing?



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
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Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
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Clare,
Please see update from Frances.

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To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Good Morning Clare,
This was sent over on 3/3/2020.

Q4: Oct – Dec 2019 = \$198.52 plus late fee
Back bill: \$71.42

Total: \$299.73

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
[o 651-286-4588](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 9, 2020 9:37 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>; Kraft, Tyler <TKraft2@republicservices.com>
Subject: FW: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

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Frances,
Please see request below.

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

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From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, March 9, 2020 9:34 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Have we received any response on this one?

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
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P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, March 3, 2020 8:51 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1003 Summit Ave- (Billing Quarter) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 1003 Summit Ave; 022823230069
Property Owner: Gary W Hietala
Phone Number or Email: 651-292-1202
Pending Assessment Amount: \$299.73
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Please break down the Q4 bill for the above address. At the beginning of the quarter, property had two carts, one 64-gallon and one -64 gallon. With late fees, this would add up to \$228.28. However, we are seeing a bill of \$299.73. **Please explain the discrepancy in these amounts.**

We also have it in our records that a UDRF was submitted for a vacant unit with the 64-gallon cart on 12/01/2019. Therefore, we would want to reduce the assessment to account for the one month in which they did not have the 64-gallon cart. This would leave to a reducing the assessment by at least \$32.03.

Thank you,



Clare Pillsbury

Management Assistant I

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