

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, March 17, 2020 10:10 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul)
Subject: RE: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

Hi Frances,

I am interested to hear about the IT item listed below.

I disagree with the \$235.60 you have listed for the Q4 2019 assessment. You charged the resident over \$300 in additional fees for Q4 2019. That is double what their normal invoice should be. There should be no penalty for the resident not paying the incorrect invoice from Republic.

We are adjusting the assessment to reflect this. At a cost of \$102.44 per cart, multiplied by two carts, the total costs of the assessment will be \$204.88.

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 16, 2020 2:54 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

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

Clare,
Please see update below.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, March 16, 2020 2:42 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

Clare,

I'm still waiting from out IT department, I will reach out once I get information. 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](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 16, 2020 10:17 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

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

Frances,
Please see question 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 16, 2020 10:12 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: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

Thank you Frances. Any updates on Q2 and Q3 billing?

Clare Pillsbury



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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



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 11, 2020 3:46 PM
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: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

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Clare
Please see update 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 3:44 PM
To: grevering.sph@gmail.com
Subject: RE: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

Please see below in Red. Thank you

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: Tuesday, March 3, 2020 3:07 PM

To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>

Subject: FW: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

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Frances,
Please see information 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: Tuesday, March 3, 2020 2:57 PM

To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

The total amount does not add up with what she is being billed for. Please see below:

Q3 2019: I am assuming that they are being charged for both 95-gallon carts for Q2 2019 and Q3 2019. **Why is the Q2 2019 bill being included in the Q3 2019 bill?** – **We have submitted a ticket to our IT department to know why the invoice for Q2 and Q3 were billed together. Once I get an answer I will let you know. Thank you**

Q4 2019: It appears as though you are stating that they only had two 95-gallon carts during this service period. At a cost of \$102.44, the total costs of the assessment should only have been \$204.88. **I will request that the assessment be reduced to this amount. - \$204.88 + \$30.72 = \$235.60**

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: Tuesday, March 3, 2020 10:17 AM

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

Subject: FW: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

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Clare,
Please see response from Frances.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Tuesday, March 3, 2020 9:53 AM

To: grevering.sph@gmail.com

Cc: Franklin, Romack <RFranklin3@republicservices.com>

Subject: RE: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

Good Morning,

Q3 2019: \$\$384.14 (2 95gal trash carts) From April – September 2019

Q4 2019: \$204.88 (2 95gal trash carts) \$102.44/cart

Thanks

Frances Estrella

Billing Coordinator

4325 66th St E

Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:efestrella@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: Friday, February 28, 2020 9:28 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 709 Lafond Ave - Q3 & Q4 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: Friday, February 28, 2020 9:07 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 709 Lafond Ave - Q3 & Q4 Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 709 Lafond Av (PID: 352923110149)
Property Owner: STACIE L TREADWELL
Phone Number or Email:
Pending Assessment Amount: \$441.77 ; \$547.71
Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019 & Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Resident currently lives in a duplex and has two large 94-gallon carts at \$102.44 each. Therefore, any assessments that were sent to the City of Saint Paul should have been \$235.60. She stated that she did get a bill for Q1 2020 (Jan to March) which indicated the correct amount for 2 large 94-gallon carts. Please break down both the Q3 and Q4 2019 bills to include each invoiced item.

Thank you!



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Clare Pillsbury

Management Assistant I

Saint Paul Public Works

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Saint Paul, MN 55102

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F: 651-266-6222

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