

## Pillsbury, Clare (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Wednesday, March 11, 2020 4:21 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: 644 Dayton Ave E - (Q4 2019) Assessment Error/Complaint Inquiry

For Legislative Hearing

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**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Wednesday, March 11, 2020 2:21 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: 385 MARYLAND AVE E - (Q4 2019) 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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Wednesday, March 11, 2020 2:19 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 644 Dayton Ave E - (Q4 2019) Assessment Error/Complaint Inquiry

Clare,  
Please see my response below in red to the questions. This is in reference to 644 Dayton Ave just want to clarify.  
Thank you

Per our phone conversation We agreed to remove the back billing assessment in the amount of \$595.78

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:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, March 10, 2020 2:39 PM  
**To:** Kraft, Tyler <[TKraft2@republicservices.com](mailto:TKraft2@republicservices.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 385 MARYLAND AVE E - (Q4 2019) Assessment Error/Complaint Inquiry

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

Tyler,  
Please see clarifying questions below from Clare.

Thank you

*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:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, March 10, 2020 2:32 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>; Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 644 Dayton Ave E - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you for the breakdown Tyler. I apologize for the confusion with the address. It should be fixed now. I have a few follow up questions:

- 1) Why was the resident charged \$89.77 for October -December 2018? – The customer got a credit in the system and it went again the invoice leaving only a balance of \$89.77
- 2) It appears as though there was a cart change that required that the back billing be reduced by \$68.30. Can you provide documentation of when the cart change took place, as well as the size of the original cart and its replacement? Customer did an exchange in size on 1/17/2020
- 3) Were there any additional cart swaps from Q4 2018 – Q4 2019?
- 4) It appears as though the property owner was not billed for garbage until Q3 2019. Is this correct? If so, was there any reason that the property owner was not billed until Q3 2019?

- 5) Please provide breakdown of the bill for Quarter 3 2019. I am concerned because the property owner provided proof that they had paid a Q3 assessment to the City of Saint Paul for \$527.86. This looks like the property owner could have been back billed twice.



**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)

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

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, March 10, 2020 2:14 PM  
**To:** Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>; Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 644 Dayton Ave E- (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare/Susan,  
Please see information below from Tyler at Republic Services.

*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:** Kraft, Tyler <[TKraft2@republicservices.com](mailto:TKraft2@republicservices.com)>  
**Sent:** Tuesday, March 10, 2020 2:01 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 644 Dayton Ave E- (Q4 2019) Assessment Error/Complaint Inquiry

Greg,

Please forward to the city.

Q4 18    Oct - Dec 2018                    \$89.77

Q1 19	Jan – Mar 2019	\$288.24
Q2 19	Apr – Jun 2019	+ <u>\$288.24</u> \$666.25
There was credit in TBI		- <u>\$68.30</u> Cart size change credit
		\$597.95
1 day charge		- <u>\$ 2.17</u> \$595.78
Back Billing Total		

This is correct. As at the time of the invoice this amount was not certified.

**Summary of Issue:** Property owner stated that they received a bill in the amount of \$288.24 and made a payment for this amount on 10/29/2019. While they stated that this amount was paid incorrectly to their old account. They called in January and were told that this had been rectified. Therefore they are surprised that they have a pending assessment for \$595.78 when they stated that they had paid the entire bill.

From looking at the bill, it appears as though the total due for Q4 2019 was \$884.02. **Is this correct?** If so, that means that there are \$655.78 worth of back billing. **Can you please break this down and explain why the resident was being back billed for that amount?** If I add up the “Past Due” amounts listed in the bill from 30, 60, and 90+ days, it appears as though the resident should only only \$595.78 in back billing.

**Tyler Kraft**

General Manager  
BU326 IGH/Post Collections

4325 E 66th Street  
Inver Grove Heights  
e [TKraft2@republicservices.com](mailto:TKraft2@republicservices.com)  
o 651.286.4572 c 651.403.2200  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.®

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, March 9, 2020 3:42 PM  
**To:** Nawodi, Manteza <[MNawodi@republicservices.com](mailto:MNawodi@republicservices.com)>; Kraft, Tyler <[TKraft2@republicservices.com](mailto:TKraft2@republicservices.com)>  
**Subject:** FW: 644 Dayton Ave E- (Q4 2019) Assessment Error/Complaint Inquiry

Please look into this complaint they are looking to see about why the certification is so much. 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:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, March 9, 2020 1:58 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 644 Dayton Ave E- (Q4 2019) Assessment Error/Complaint Inquiry

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

Frances,  
Please see information 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:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, March 9, 2020 1:46 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 644 Dayton Ave E- (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 644 Dayton Ave E (PID: 022823110393)  
**Property Owner:** Stonewood Investment Llc (c/o Beck Austin)  
**Phone Number or Email:** 651-270-0270; [beckaus02@yahoo.com](mailto:beckaus02@yahoo.com)  
**Pending Assessment Amount:** \$595.78  
**Quarter Pending Assessment is For:** Garbage Service Q4 Oct 1-Dec 31 2019

**Summary of Issue:** Property owner stated that they received a bill in the amount of \$288.24 and made a payment for this amount on 10/29/2019. While they stated that this amount was paid incorrectly to their old account. They called in January and were told that this had been rectified. Therefore they are surprised that they have a pending assessment for \$595.78 when they stated that they had paid the entire bill.

From looking at the bill, it appears as though the total due for Q4 2019 was \$884.02. **Is this correct?** If so, that means that there are \$655.78 worth of back billing. **Can you please break this down and explain why the resident was being back billed for that amount?** If I add up the "Past Due" amounts listed in the bill from 30, 60, and 90+ days, it appears as though the resident should only \$595.78 in back billing.

Thank you!



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## 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)