

712 Hague

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 1, 2020 4:50 PM
To: Vang, Mai (CI-StPaul)
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry
Attachments: 712 Hague Avenue. 712 Hague Trash Payment Adjustmenbt Bill August 2019.4-01-2020.pdf; 712 Hague Avenue. 712 Hague Avenue Property Assesment March 2020.4-01-2020.pdf; 712 Hague Avenue.712 Hague Avenue Trash Tax Assessment.3-31-2020.pdf

I have also included some additional attachments that the property owner sent. Can you add them to the legistar file as well?

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



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From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 1, 2020 4:15 PM
To: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Subject: FW: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mai,

Can you add this to the legistar file for 712 HAGUE AVENUE?

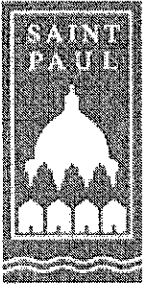
Thank you.

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
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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 1, 2020 1:58 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: 712 Hague Avenue - (Q4-2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see update 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, April 1, 2020 1:35 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

712 GUE AVE:

- 1) Late fees that have been added
- 2) Cust made a change and the system pick up the bill from June – Sept
- 3) Customer put 2 of the 4 carts on vacation hold
- 4) For the back bill:
 - a. Customer was on vacation hold for Q1 2019 and Q2 2019. We will remove the certification for these Quarters total = \$781.36 - \$871.11 = \$87.75. This is all the customer would owe for the back bill which is for the difference in Q4 2018.

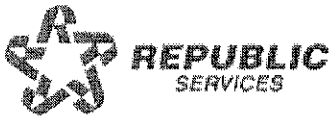
To summarize: Please remove all certification except customer owes \$89.75 Q4 2018

Thank you

Please let me know if you have any questions

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 send it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 1, 2020 9:39 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 712 Hague Avenue - (Q4 2019) 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 information and 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, April 1, 2020 9:35 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. Again, I really appreciate the breakdown. It makes it much easier to understand. Please see my questions in yellow and provide an answer by today at 4:00 pm as the legislative hearing for this property for this address is

Q4 2018: \$390.68 - \$300.93 = \$89.75

Q1 2019: \$390.68 - \$0.00 = \$390.68

Q2 2019: \$390.68 - \$0.00 = \$390.68

Backbill Total: \$871.11 (Why is that total \$905.29? Is that late fees added?)

Q3 2019: \$493.16 – Why is the bill \$493.16? Even with the late fees, this is still more than is owed for 1 95 gal and 3 68 gal (\$390.68).

Q4 2019: \$288.24 – Why is this bill \$288.24? This is not consistent with the \$390.68 for 1 95 gal and 3 68 gal.

Since Q3 2019 and Q4 2019 together do add up to the correct cost for two quarters of service for 1 95 gal and 3 68 gal I am going to assume that they will not be backbilled for those two quarters. However, going forward, the property should be billed a total of \$390.68 for baseline service per quarter. **My current recommendation for the assessment is to reduce the amount to \$871.11.**

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 31, 2020 3:57 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: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,
Please see attachment of the breakout of the invoices

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, March 31, 2020 3:53 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Clare,

Please see attachment of the breakout of the invoices. Thank you

Frances

Frances Estrella
Billing Coordinator

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



We'll handle it from here.



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 31, 2020 3:17 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 712 Hague Avenue - (Q4 2019) 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: Tuesday, March 31, 2020 3:15 PM
To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Frances,

Is it possible to get an answer to this by **tomorrow at 2:00 pm**? The legislative hearing for this assessment is scheduled for Thursday and we need to have a recommendation ready by then.

Thank you!



Clare Pillsbury

Management Assistant I

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From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, March 30, 2020 10:28 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances.

Can you please break down the back bill and explain why the resident was charged \$905.29?

Please also break down the service level for each quarter from Q4 2018 – Q4 2019.



Clare Pillsbury

Management Assistant I

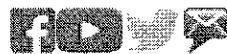
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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, March 30, 2020 10:13 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 30, 2020 9:16 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,
Please see update below from Frances..

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, March 30, 2020 9:11 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Q3 2019:

- Invoiced: \$493.16
- Cust PD: \$493.16 on 8/7/2019

Back bill:

- Invoiced: \$905.29
- Cust PD: \$0.00

Q4 2019:

- Invoiced: \$288.24
- Cust Pd: \$288.24 on 10/29/2019

Thank you

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
→ 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: Friday, March 27, 2020 3:36 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 712 Hague Avenue - (Q4 2019) 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

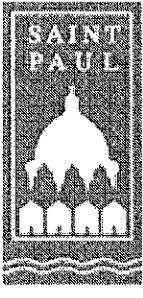
From: Pillsbury, Clare (Cl-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, March 27, 2020 3:13 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (Cl-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 712 Hague Avenue - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 712 Hague Avenue (PID: 022823110394)
Property Owner: Stonewood Investments Llc (Becky Austin)
Phone Number or Email: 651-270-0270; beckaus02@yahoo.com
Pending Assessment Amount: \$927.78
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they already paid the invoice amount of \$927.78 in October 2019. Please provide a history of payments made to the account from Q3 2019 – Q4 2019.

Clare Pillsbury



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