

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, April 27, 2020 10:28 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 27, 2020 10:22 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,
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: Monday, April 27, 2020 10:21 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Please see below in Red. Going forward there is only 1 account and it is being charged 1 95gal trash and 1 68gal trash cart. It is under the address 706 Blair Ave under the name 2 Mill LLC. The 704 Blair Ave account has been closed which was under the tenant Laura Youngberg. Proper credits have been posted to the account for this property.

Thank you

If you have any additional questions please feel free to reach out to me via phone @ 651-286-4588

Thank you

Frances Estrella
Billing Coordinator

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



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 27, 2020 9:24 AM
To: Franklin, Romack <RFranklin3@republicservices.com>
Cc: Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 706 BLAIR 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"

Romack,
Please see request below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, April 27, 2020 9:14 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hi Romack,

I need a response on this by 11 am today. We need to get this uploaded in our system.

Thanks,

cs

From: Swanson, Christopher (CI-StPaul)
Sent: Friday, April 24, 2020 2:11 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hi Romack,

Here are our additional questions on this account. Please provide an itemized description of earlier bills from Q4 2018 – Q1 2020. Each itemized description should include:

1. Base service level (cart size and amount) – Customer has had a 95 and 68gal since 10/1/2018
2. Any additional charges – No extras
3. Any late fees added – on all invoices there was late fees as the customer never has paid
4. Any back billing added – Yes as shown below but we already credited it off as the customer was on vacation hold (already asked the city to remove the certification for the back bill)
5. Any payment by the resident. - \$0.00(we have never received a payment from this owner. The tenant has made payments for the 2nd account)

Q4 2018

Billing: \$208.76 PLUS LATE FEES

Cart Size: 95/68

Customer PD: \$0.00

Q2 2019:

Billing: \$198.52 PLUS LATE FEES

Cart Size: 95/68

Customer PD: \$0.00

Q2 2019:

Billing: \$198.52 plus late fees

Cart Size: 90gal & 60gal

Customer PD: \$0.00

Q3 2019:

Billing: \$188.70 plus late fees

Cart Size: 90gal & (60gal was on vacation hold)

Customer PD: \$0.00

Back bill:

Billing: \$188.91

Cart Size:

Customer PD:

Q4 2019:

Billing: \$198.52 plus late fees

Cart Size: 90gal & 60gal

Customer PD: \$0.00

Q1 2020:

Billing: \$192.50 plus late fees

Cart Size: 90gal & 60gal

Customer PD: \$0.00

This is what we pulled together based on what the customer told us. The customer has stated that they have paid RS but I do not see any payments reflected in the breakdown above.

Quarter	Changes in Service Level	Service Level Billed	Correct Service Level	Invoice	Correct Invoice	Customer Paid	Assessed Amount
Q2 2019	May 2019: Acct was est. for 704 Blair. Therefore 706 should	96-gal & 64-gal	96-gal & 64- gal (for 1 month)	\$198.52	\$134.46	\$9.61	\$10.09

	only be charged for one cart						
Q3 2019	Vacation hold in effect for 64 gallons. Bill does not reflect this.	96-gallon & 64-gallon	96-gallon	\$188.70	\$102.44	\$188.70 on 07/25/2019 & \$387.05 on 08/25/2019	\$217.02
Back Bill	RS verified that back bill was sent in error	Q3 Back bill (Could have been Q2 backbill)	NONE	\$188.91	\$0.00	\$0.00	\$188.91 (assessed during
Q4 2019	Acct for 704 Blair still exists. Therefore acct. for 706 should only be charged for one cart	96-gallon & 64-gallon	96-gallon	\$192.50	\$102.44	\$387.05	\$417.22

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

Sent: Thursday, April 23, 2020 1:25 PM

To: grevering.sph@gmail.com

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

Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Any update on this? **Please provide an answer by Monday, April 27 at 10:00 AM.**



The Most Livable
City in America

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



www.stpaul.gov/garbage

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, April 20, 2020 3:28 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hello Frances,

From what I have gleaned from both you and the resident, looks like the billing for this property is a bit complex. Therefore I will need a bit more background information. Can you please provide **an itemized description of earlier bills from Q4 2018 – Q1 2020. Each itemized description should include:**

1. Base service level (cart size and amount)
2. Any additional charges
3. Any late fees added
4. Any backbilling added

Thank you!



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Clare.Pillsbury@ci.stpaul.mn.us



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 20, 2020 11:21 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 706 BLAIR AVENUE- (Q4 2019) 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

763-295-2054

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

Sent: Monday, April 20, 2020 11:16 AM

To: grevering.sph@gmail.com

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

Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

I'm crediting off the 68gal trash cart from 7/1/2019 – 3/31/2020. Which is the cart that was extra. Thanks

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: Friday, April 17, 2020 4:55 PM

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

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

Subject: FW: 706 BLAIR 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: Friday, April 17, 2020 4:12 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Can you break down the total credit amount of \$358.28? I need to know what service level you are crediting for.

Thank you!



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Clare.Pillsbury@ci.stpaul.mn.us



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From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, April 17, 2020 3:49 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. I will just remove this amount from the Q4 2019 assessment.



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Management Assistant I

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F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 3:48 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul)

<Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: 706 BLAIR AVENUE- (Q4 2019) 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: Friday, April 17, 2020 3:43 PM

To: grevering.sph@gmail.com

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

Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon,

From 5/19/2019 the customer has had 2 accounts being charged for 3 carts. I will submit the proper credits for this property. Total credit applying to the account will be \$358.28. May 2019 – March 2020. Thank you

Frances

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: Friday, April 17, 2020 2:59 PM

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

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

Subject: FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,
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: Friday, April 17, 2020 2:51 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances.

I spoke with the property owner and they stated that the property is a duplex and therefore the following addresses can be found at the property:

704 Blair Avenue
706 Blair Avenue

The owner stated that Republic Services had two separate accounts for the property. One was for 704 Blair Avenue (Service Level: 35 gallon cart with EOW) and the other was for 706 Blair Avenue (Service Level: 64-gallon and 96-gallon). The account for 706 Blair had the property classified as a two family dwelling unit.

Please confirm whether this is true. If it is, then this is incorrect as this means that the property would have been charged for three residential units.

Thank you!



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Management Assistant I

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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, April 15, 2020 10:35 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,
Please see breakdown 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: Wednesday, April 15, 2020 10:27 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Q2 2019:

Billing: \$198.52 plus late fees
Cart Size: 90gal & 60gal
Customer PD: \$0.00

Q3 2019:

Billing: \$188.70 plus late fees
Cart Size: 90gal & (60gal was on vacation hold)
Customer PD: \$0.00

Back bill:

Billing: \$188.91
Cart Size:
Customer PD:

Q4 2019:

Billing: \$198.52 plus late fees
Cart Size: 90gal & 60gal
Customer PD: \$0.00

Q1 2020:

Billing: \$192.50 plus late fees
Cart Size: 90gal & 60gal
Customer PD: \$0.00

Please remove the back bill off the account as this customer was on vacation hold so doesn't owe this. \$188.91. 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: Wednesday, April 15, 2020 9:23 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Sent: Wednesday, April 15, 2020 9:17 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Property Address & PID: 706 BLAIR AVENUE (PID: 352923110229)
Property Owner: 2 Mill Llc (Erik R Veblen)
Phone Number or Email: 612-221-7149 ; eveblen52@gmail.com
Pending Assessment Amount: \$417.22
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that the property is rented and the tenant is responsible for paying the garbage bill. Previously, the owner had been receiving notices that the bill was going unpaid. They stated that they responded to these notices in writing and on the phone many times and that he requested copies of the bill. Despite these requests, they did not receive copies of the past due bills/ charges. When they spoke to the representative of the Company (and her supervisor) they assured me they would get back to me and never did. The property owner confirmed that they finally took the service out of the tenants name and put it in the property owner's name on approx Jan 1 2020.

Per the owners request, please send an itemized description of each from Q2 2019 – Q1 2020. Each itemized description should include:

1. Base service level (cart size and amount)
2. Any additional charges
3. Any late fees added
4. Any backbilling added

Thank you!



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