

**PUBLIC  
SERVICES**

4325 East 66th St  
Inver Grove Heights MN 55075

**Customer Service** (952) 941-5174  
RepublicServices.com/Support

**Important Information**

With My Republic Services, you can easily pay your bill,  
schedule a pickup and more. Sign up today at  
RepublicServices.com/MyAccount

**Account Number** 3-0923-0069676  
**Invoice Number** 0923-004328942  
**Invoice Date** April 05, 2020  
**Previous Balance** \$67.28  
**Payments/Adjustments** -\$67.28  
**Current Invoice Charges** \$67.28

<b>Total Amount Due</b>	<b>Payment Due Date</b>
<b>\$67.28</b>	<b>April 25, 2020</b>

**PAYMENTS/ADJUSTMENTS**

<u>Description</u>	<u>Reference</u>	<u>Amount</u>
Payment - Thank You 01/22	Electronic Pmt	-\$67.28

**CURRENT INVOICE CHARGES**

<u>Description</u>	<u>Reference</u>	<u>Quantity</u>	<u>Unit Price</u>	<u>Amount</u>
Laura Youngberg 704 Blair Ave CSA N004149612 Saint Paul, MN Contract: 69354 (C1)				
1 Waste Container 35 Gal, 1 Lift Per Week			\$48.84	\$48.84
Residential Service 04/01-06/30				\$4.76
Total Solid Waste Management Tax				\$13.68
Total County Environmental Charge				\$67.28
<b>CURRENT INVOICE CHARGES</b>				

Simple account access at your fingertips.

Download the Republic Services app or visit  
RepublicOnline.com today



**REPUBLIC  
SERVICES**

4325 East 66th St

Please Return This  
Portion With Payment

<b>Total Amount Due</b>	<b>April 25, 2020</b>
<b>Payment Due Date</b>	
<b>Account Number</b>	<b>3-0923-</b>
<b>Invoice Number</b>	<b>0923-00</b>

<u>0923-004141836</u>	10/25/2019	\$387.43
<u>0923-004052815</u>	08/25/2019	\$387.05
<u>0923-004020045</u>	07/25/2019	\$188.70
<u>0923-003928297</u>	04/25/2019	\$9.61
<u>0923-003813626</u>	01/27/2019	\$198.52
<u>0923-003748912</u>	12/10/2018	\$208.76
<u>0923-003692504</u>	10/15/2018	\$102.44

Feedback



## Pillsbury, Clare (CI-StPaul)

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**From:** Erik V <eveblen52@gmail.com>  
**Sent:** Monday, April 20, 2020 8:33 AM  
**To:** Pillsbury, Clare (CI-StPaul); erik veblen google  
**Subject:** Re: Contact Information for Clare Pillsbury from Saint Paul Garbage  
**Attachments:** 704 republic bill.jpg; republic letter 1-20.pdf; republic payments 706 2019.pdf; republic non payment 4-20.pdf; republic non payment 4-20.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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

Hi Clare,

Following up regarding 706/704 Blair.

I have attached the current bill that Laura Youngberg, the tenant at 704 sent me . I assume this is for the 1/4; months April, May, June. Laura did not keep a copy of the q1 bill.

I have scant information regarding the actual bills because Republic would not send them to me despite several calls starting in September. On my first call, and subsequently, I told Republic that there should be only on garbage bin for 706 (because 704 had one bin) and that I thought Republic was overcharging. I still believe that is true and I also believe the overcharge in the amount of approx \$102.44 x 4 (Sept, Oct, Nov, Dec) should be credited to the account. I did discuss this with Montessa on 3/13 and two subsequent occasions, and she agreed to credit but never did.

The only thing I have is a copy of payments made during 2019. This indicates that \$1171.31 was paid during that year - for 706 exclusively. I got this information from the website after I put service in my name 2/1/2020. If you calculate 2 large bins each month(\$102.44 x 2 per 1/4) the maximum cost for the year for service would be \$819.52. It appears that there was an overcharge of \$351.79. Again, I dont have any bills so I am making assumptions with an incomplete record.

I have also sent you a copy of documents I have received re my current account. The first, dated 4/3/20 is a notice of non-payment. It indicates a balance DUE of \$67.39 and come in the form of a Periodic Notice of non-payment letter. I received an email (copy enclosed) that indicates four days later 4/7/20, that Republic owes me \$34.15. Since starting service 2/1/20 I have received a barrage of bills indicating I owe varying amounts which made absolutely no sense because I immediately put the service "on hold" so was using no service.

Finally, I have attached a copy of the letter I sent Republic cc City of St Paul on 1/16/20 after being roundly ignored by everyone, which no one responded to. In frustration I finally switched service to my name because I could find no way to track the bills and found no cooperation and no follow through from Republic.

A suggestion: Perhaps Republic should be required to send substantiation of charges when they send a periodic notice of non-payment. This is a threatening looking document which as indicated, a person in my position has no means to address.

Thank you for following up with me . I will be interested in seeing what Republic has to say.

Best,

Erik Veblen

On Fri, Apr 17, 2020 at 11:07 AM Erik V <[eveblen52@gmail.com](mailto:eveblen52@gmail.com)> wrote:

Hi Clare,

I only have the current bill from Republic. No dispute there.

At the heart of the dispute is that fact that Republic has not/will not send me copies of the bills for 706 Blair. During the time in question (q4 2019) the service was in the name of the tenant; Jacob Althoff .

The trash at 704 Blair is in the name of the tenant, Laura Youngberg. I have requested bills from her and will forward them if she provides them.

I can be reached at 612-221-7149 or here if need be.

Thanks,

Erik Veblen

On Fri, Apr 17, 2020 at 9:51 AM Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)> wrote:

Hello Erik,

Per our conversation, please send me the Q4 2019 (Oct – Dec) bills for 704 and 706 Blair Avenue to this e-mail address. I will try and follow up with the garbage haulers by the end of the day if I don't hear from you.

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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



Erik V &lt;eveblen52@gmail.com&gt;

---

**New Invoice from Republic Services**

1 message

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**noreply@republicservices.com** <noreply@republicservices.com>  
To: eveblen52@gmail.com

Tue, Apr 7, 2020 at 2:53 PM

04/07/2020

Dear ERIK VEBLEN,

Your current invoice is now available to view in your Online Bill Pay account 309238608026. Your payment of -\$34.15 is due on 04/25/2020.

If you have any questions please contact Customer Service online at RepublicServices.com.

Thank you for being a valued customer and using Republic Services' Online Bill Pay.

Sincerely,  
Republic Services Customer Resource Center

Please do not reply to this message, it was system generated and the mailbox is not monitored.

Disclaimer: This message has been sent under the Republic Services Terms and Conditions and in accordance with our Privacy Policy.

**Re: Garbage Collection Services**  
**Republic Services**

Date of Notice: 4/03/2020

Original Due Date: 1/31/2020

New Amount Due: \$67.39

Account #: 3-0923-8608026

Service Location: 706 BLAIR AVE

2 MILL LLC  
PO BOX 723  
HOPKINS, MN 55343-0723

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 4/03/2020. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, an additional late fee of five percent (5%) of the original amount due has been applied to your outstanding balance due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the original amount due are applied each month through the end of the quarter. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

Because your payment was not received by your garbage hauler within two (2) months of the original due date on your original invoice, the balance listed above plus penalties was transferred to the City of Saint Paul for collection. If the balance is not paid to the City promptly, the balance plus the established administrative fees will be processed as an assessment and certified to Ramsey County for collection with your property taxes.

If you believe payment has been made, please contact customer service at 952-946-5277, Monday through Friday (8:00 AM – 4:30 PM).

**Mail Payment To:**

Office of Financial Services – Assessments,  
700 City Hall  
15 West Kellogg Boulevard  
Saint Paul, MN 55102-1658

Make sure to include your name and property address  
You can also pay at [www.stpaul.gov/assessments](http://www.stpaul.gov/assessments)

## PERIODIC NOTICE OF NON-PAYMENT



# 2 MILL

P O Box 723  
Hopkins, MN 55343  
612-221-7149

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January 16, 2020

Republic Services  
4325 East 66th St  
Inver Grove Heights, MN 55075

Dear Republic Services,

I have received bills from you periodically because I am the owner of the property at 706 Blair Ave. Because I receive random bills I have no history on the account you are asking I be responsible for.

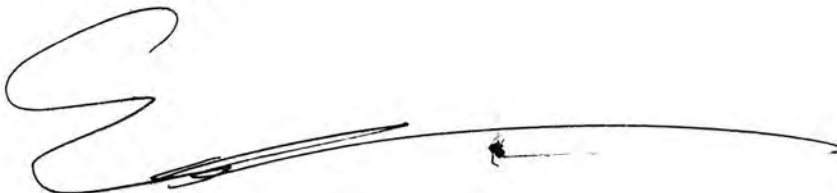
I have requested copies of (all) bills on three occasions and although I was told you were sending them, I have not received them. The last two calls I have placed have not been returned. Please send me copies of the bills for 706 Blair and 704 Blair.

As I indicated from my first call; 706 Blair and 704 Blair are two properties on the same lot. There is service for 704 Blair and there is service for 706 Blair. I believe you are double billing for at least one of the properties. When I indicated this was the case, I got some doubletalk about how it was not your responsibility to determine that you were already charging for a pickup at 706 as well as 704.

The fact that you will not provide me bills to establish this or make an adjustment in your billing indicates to me that you are happy to continue to charge twice and add late fees.

Please send me copies of all service for all addresses indicated since service began.

Thank You,

A handwritten signature in black ink, appearing to be 'Erik Veblen', with a long horizontal flourish extending to the right.

Erik Veblen

Cc City of St Paul



## Pillsbury, Clare (CI-StPaul)

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, April 27, 2020 9:01 AM  
**To:** Swanson, Christopher (CI-StPaul)  
**Subject:** 706 Blair

Quarter	Changes in Service Level	Service Level Billed	Correct Service Level	Charged	Should Have Been Charged	Customer Paid	Assessed Amount	Should be Credited	Final Adjusted Charge
<b>Q4 2018</b>									
<b>Q1 2019</b>									
<b>Q2 2019</b>	<b>May 2019:</b> Acct was est. for 704 Blair. Therefore 706 should only be charged for one cart	96-gal & 64-gal	96-gal & 64-gal (for 1 month)	\$198.52	\$134.46	\$9.61	\$10.09	\$10.09	134.46 – 9.61 = <b>\$124.37</b>
<b>Q3 2019</b>	Vacation hold in effect for 64 gallons. Bill does not reflect this.	96-gallon & 64-gallon	96-gallon	\$188.70	\$102.44	<b>\$188.70</b> on 07/25/2019 & <b>\$387.05</b> on 08/25/2019	\$217.02	(188.70 + 387.05) - 102.44 = <b>\$472.61</b>	<b>None.</b> Remove Q3 assessment
<b>Back Bill</b>	RS verified that back bill was sent in error	Q4 2018, Q1 2019, Q2 2019	NONE	\$188.91	\$0.00	\$0.00	\$188.91		<b>None</b>
<b>Q4 2019</b>	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 Q4 Bill & Q3 back bill	387.05 – 102.44 = <b>284.61</b>	<b>None.</b> Remove Q4 assessment

Final Adjusted Charges: \$124.37  
 Credited Amount Due: \$767.31  
 Total Credits Due: **\$642.94**



The Most Livable  
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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)

## 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](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, April 27, 2020 10:21 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Franklin, Romack <[RFranklin3@republicservices.com](mailto: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 66<sup>th</sup> St E  
Inver Grove Heights, Mn 55076  
[e\\_festrella@republicservices.com](mailto:e_festrella@republicservices.com)  
o 651-286-4588



We'll handle it from here.

---

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

Romack,  
Please see request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, April 27, 2020 9:14 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto: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](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto: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 2<sup>nd</sup> 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						
<b>Q3 2019</b>	Vacation hold in effect for 64 gallons. Bill does not reflect this.	96-gallon & 64-gallon	96-gallon	\$188.70	\$102.44	<b>\$188.70</b> on 07/25/2019 & <b>\$387.05</b> on 08/25/2019	\$217.02
<b>Back Bill</b>	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
<b>Q4 2019</b>	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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Sent:** Thursday, April 23, 2020 1:25 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:** 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.**



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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)



---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, April 20, 2020 3:28 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:** 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!



**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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[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:** Monday, April 20, 2020 11:21 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto: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.**

Clare,  
Please see update from Frances.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

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

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto: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 66<sup>th</sup> 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](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, April 17, 2020 4:55 PM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 706 BLAIR AVENUE- (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 request below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, April 17, 2020 4:12 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto: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

### *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)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Friday, April 17, 2020 3:49 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto: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.



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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



[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:** Friday, April 17, 2020 3:48 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul)

<[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@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.**

Clare,  
Please see update from Frances.

*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:** Friday, April 17, 2020 3:43 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto: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 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076

[e.festrella@republicservices.com](mailto:e.festrella@republicservices.com)

o 651-286-4588

w [RepublicServices.com](http://RepublicServices.com)



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, April 17, 2020 2:59 PM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 706 BLAIR AVENUE- (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 and request 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:** Friday, April 17, 2020 2:51 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto: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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City in America

**Clare Pillsbury**  
***Management Assistant I***

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

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

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

Clare,  
Please see breakdown below from Frances.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Wednesday, April 15, 2020 10:27 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto: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 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:** Wednesday, April 15, 2020 9:23 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see below information and request.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, April 15, 2020 9:17 AM  
**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:** 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 ; [veblen52@gmail.com](mailto:veblen52@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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## **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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