

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Thursday, July 2, 2020 3:05 PM  
**To:** Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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

**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>  
**Sent:** Thursday, July 2, 2020 1:48 PM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Good afternoon,

There is no late fee added to the account for Q2 2020. The name of the account is Josh and Megan Hogan. Please let me know if there is anything else I could help with. Thank you

Frances

**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:** Thursday, July 2, 2020 11:37 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see question 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:** Thursday, July 2, 2020 11:21 AM  
**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: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Thank you Frances. However, my question of whether they were charged a late fee for Quarter 2 2020 was not addressed. Can you please let me know whether they received a late fee for Q2 2020? If they did, that should be removed.

Also, they stated that the bills for the account are still arriving in the name of the previous property owner ELI J HOGAN. Please change that so that the bills arrive JOSH HOGAN. This information has been sent to you in our monthly hauler updates. **Please confirm with us when this has been done.**

**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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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 1, 2020 9:19 AM  
**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: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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Chris,  
Please see additional 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:** Wednesday, July 1, 2020 9:18 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Good Morning,  
The customer never set up the auto pay till 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: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, June 30, 2020 5:48 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see additional question 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:** Tuesday, June 30, 2020 4:01 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: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

In addition, the initial issue was regarding Quarter 3 2019. Why does it only show that the autopay was first set up during Quarter 1 2020?



**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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F: 651-266-6222

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Tuesday, June 30, 2020 3:39 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: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Thank you Frances. It looks like the issue with autopay is an ongoing issue. **Please ensure that this is corrected moving forward. Also, please ensure that there was no late fee charged for Q2 2020 as it was not the fault of the property owner that the bill was unpaid until 05/25/2020.**

Can you also confirm the scheduled autopay date? Has it been set up to withdrawal the payment before the due date? If not, please contact the property owner to set this up.



## Clare Pillsbury

### *Management Assistant I*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
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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, June 29, 2020 12:59 PM  
**To:** 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: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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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:** Monday, June 29, 2020 11:17 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Good Morning,

I have attached the payment history. The reason why the payment is processed on a different date is because the 1<sup>st</sup> time that we try to run the auto pay (on the due date) the payment comes back declined. We then give it time to rerun the payment. The auto pay was set up Feb. 2020. As you can see below the payment for the first auto pay came back declined on 2/28/2020. We reran it 3/2/2020 and that is when it was paid. On 4/25/2020 the due date for Q2 2020 was declined once again, We tried again and on 5/26/2020 we where able to process the payment successfully.

Frances

Reference ID	Payment Date	Account	Payment Amount	Customer Name	Status
336258665052	05/26/2020	309238611332 (Utility)	\$93.07	Josh Hogan	Paid
332803665052	04/25/2020	309238611332 (Utility)	\$93.07	Josh Hogan	Declined
329838853052	03/02/2020	309238611332 (Utility)	\$97.72	Josh Hogan	Paid
329603245052	02/28/2020	309238611332 (Utility)	\$97.72	Josh Hogan	Declined

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> St E  
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[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, June 29, 2020 10:56 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see information and request below.

*Greg Revering*  
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**Sent:** Monday, June 29, 2020 10:20 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:** 460 CARROLL AVE - (Q3 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 460 CARROLL AVE (PID: 362923340016)  
**Property Owner:** JOSH HOGAN (Megan Moseley was the resident who contacted us)  
**Phone Number or Email:** [mjm0104@gmail.com](mailto:mjm0104@gmail.com)  
**Pending Assessment Amount:** \$4.80  
**Quarter Pending Assessment is For:** Garbage Late Fee Medium Cart; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that they have had continuous issues with their automatic payment system with Republic Services. They stated that sometimes the payments get processed on time and other times they don't. Please investigate this issue with automatic payment to ensure that this does not happen again. Once this has been done, please contact the resident to inform them that this issue has been fixed. Please also provide the following information:

- Date that automatic payment is suppose to be withdrawn and processed each Quarter
- Documentation of every invoice and payment made from Q4 2018 – Q2 2020, as well as the date each payment was made

Thank you!



**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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**F:** 651-266-6222

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