

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 7, 2020 9:36 AM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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

Clare,
Please see confirmation of your recommendation.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, July 7, 2020 9:34 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Hello,
Ok, sounds good. Thanks

Frances

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](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.®

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 7, 2020 9:32 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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Frances,
Please see information from Clare.

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, July 7, 2020 9:28 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Thank you Frances,

I am going to recommend reducing the amount for Q3 2019 to \$187.81 to account for service during the following dates:

April 15 – June 30: \$85.36
July 1 – September 30: \$102.44



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: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 7, 2020 9:21 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul)

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

Subject: FW: 700 Surrey Ave - Q3 & 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: Tuesday, July 7, 2020 9:15 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Good Afternoon Clare,

The customer called to cancel the account on 12/31/2018. On 4/15/2019 we reopened the account effective 1/1/2019, we never removed the cart off site. This being said if we can't bill for service I would recommend just removing the Q1 2019 (Jan – March) service but the customer would have to still owe Q2 2019 (April – June) service.

Thank you

Frances

Frances Estrella
Billing Coordinator

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e.festrella@republicservices.com
o 651-286-4588
w RepublicServices.com



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 6, 2020 3:58 PM

To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 700 Surrey Ave - Q3 & Q4 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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, July 6, 2020 3:55 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Hello Frances,

Any updates on this account? I will need an update by tomorrow at 10:30 AM as the legislative hearing for this property is this week.

Thank you!



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Clare Pillsbury

Management Assistant I

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800 City Hall Annex, 25 West 4th Street
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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: Thursday, July 2, 2020 1:30 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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Clare,

Please see update below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Thursday, July 2, 2020 12:27 PM

To: grevering.sph@gmail.com

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

Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Clare,

I'm looking into this account. I will provide a responds at the beginning of next week. Thank you

Frances

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](tel:651-286-4588)

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



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Wednesday, July 1, 2020 12:15 PM

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

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

Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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Frances,

Please see clarifying question 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, July 1, 2020 12:05 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Thank you Frances.

When did the customer call to cancel the account? It appears as though it was cancelled from Quarter 1 2019 and then reopened in Q2 2019. Is that correct?

If it is, then that would mean the property was not receiving services from Q1 2019 – Q2 2019. Therefore they should not be charged for either Quarters.



Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, June 30, 2020 3:31 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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Chris,
Please see update below from Frances.

Greg Revering

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

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, June 30, 2020 3:01 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Good afternoon Clare,

The Q3 2019 bill was for Jan 2019 – Sept 2019. Customer canceled the account and it was reopened and because of the reopen date the system billed Q1-Q3 together for 1 95gal trash cart.

Q1 2019: \$102.44

Q2 2019: \$102.44

Q3 2019: \$102.44

Total: \$307.32 plus late fees

Thank you
Frances

Frances Estrella
Billing Coordinator

4325 66th St E
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[o 651-286-4588](tel:651-286-4588)
[w RepublicServices.com](http://RepublicServices.com)



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, June 30, 2020 2:43 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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Frances,
Please see concern 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, June 30, 2020 2:07 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Thank you Frances. My other concern is that the bill for Q3 2019 seems to be a little high for a single 96-gal cart. Can you provide a breakdown of the \$359.31 Q3 2019 bill?



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Clare Pillsbury
Management Assistant I

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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, June 29, 2020 10:54 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 700 Surrey Ave - Q3 & 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: Monday, June 29, 2020 9:54 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Good Morning,

We have never received a call from this customer. For this address there is only 1 account and has only ever been 1 account. I have called the customer and left a voicemail to discuss. Thank you

Frances

Frances Estrella
Billing Coordinator

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[e festrella@republicservices.com](mailto:festrella@republicservices.com)
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We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, June 25, 2020 3:20 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

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Frances,
See information 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: Thursday, June 25, 2020 2:43 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

From: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Sent: Thursday, June 25, 2020 2:11 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: 700 Surrey Ave - Q3 & Q4 2019 Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 700 Surrey Ave / PID 322922410160
Property Owner: James 763-587-3789
Phone Number or Email: 763-587-3789
Pending Assessment Amount: Q3 \$359.31; Q4 \$117.80
Quarter Pending Assessment is For: Q3 & Q4

Summary of Issue: According to Republic there are 2 different accts for this address - one In the Tenants name and one in the owner's name. The owner stated he has called Republic Services 3 times to have this issued fixed.



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Alisha Black

Office Assistant III

Saint Paul Public Works
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