

## Pillsbury, Clare (CI-StPaul)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, July 6, 2020 12:06 PM  
**To:** grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)  
**Subject:** RE: 1847 MARGARET ST - (Q3 2019) Assessment Error/Complaint Inquiry

Thank you Frances. This definitely helps to clarify things. We are talking about the Quarter 3 2019 assessment. The property may be confused. I will call her.



### 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)

The Most Livable  
City in America



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

---

**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Monday, July 6, 2020 11:53 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Subject:** FW: 1847 MARGARET ST - (Q3 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, July 6, 2020 10:57 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 1847 MARGARET ST - (Q3 2019) Assessment Error/Complaint Inquiry

Good Morning,

There was never a mattress picked up at this address or billed for Q3/Q4 2019 and for Q3/Q4 2020 there was a mattress scheduled on 4/8/2020 per Rebecca Ash and that was at no charge. Not sure what charge the customer is talking about, bill has only ever been for the 95gal trash cart.

Call history:

2/4/2019: Change the cart size at the property

4/8/2020: Rebecca called to schedule a mattress (Free as 1 of the 3 bulks for 2020)

\*\* these are the only calls we have ever received from the customer in 2019/2020\*\*

Hope this answers all the questions, however I'm a little confused, Are we talking about Q3/Q4 2019 or Q3/Q4 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.\*



---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, July 6, 2020 10:45 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 1847 MARGARET ST - (Q3 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

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, July 6, 2020 10:37 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: 1847 MARGARET ST - (Q3 2019) Assessment Error/Complaint Inquiry

Thank you Frances. They stated that the reason that they did not pay their Quarter 3 2020 bill during the required time frame is that there was an issue with billing that was not resolved. They stated that the issue was that they were being charged for a mattress that was left on their driveway by a neighbor. Can you confirm this? Please also provide any record of contact between you and the property owner during Q3 & Q4 2020. **Please respond by today at 4:00 PM as there is a legislative hearing for this file this week.**

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)

The Most Livable  
City in America



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

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, July 2, 2020 1:31 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: 1847 MARGARET ST - (Q3 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:** Thursday, July 2, 2020 1:24 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 1847 MARGARET ST - (Q3 2019) Assessment Error/Complaint Inquiry

Good Afternoon,

- 1) Q3 2019:
  - Invoiced: \$102.44 (95gal)
  - late fees: \$15.36
  - Payment: \$0.00
- Q4 2019:
  - Invoiced: \$102.44 (95gal)
  - late fee: \$0.00
  - Payment: \$102.44 on 10/15/2019
- 2) Payment History:
  - 10/15/2019: \$102.44 Went against Q4 2019 invoice
  - 12/23/2019: \$102.44 Went against Q1 2020 invoice

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.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 1, 2020 3:47 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 1847 MARGARET ST - (Q3 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)

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, July 1, 2020 3:33 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:** 1847 MARGARET ST - (Q3 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 1847 MARGARET ST (PID: 352922220049)  
**Property Owner:** TIMOTHY RASH  
**Phone Number or Email:** 651-528-9455  
**Pending Assessment Amount:** \$117.80  
**Quarter Pending Assessment is For:** Garbage Service Large Cart, 3 Late Fees; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that they paid the Q3 2019 bill as part of their Q4 2019 invoice. They stated that there was an issue with their Q3 2019, so they didn't end up paying their bill until Q4 2019. When I looked at the invoice for Q4 2019, however, I did not see that the invoice for Q3 2019 had been added. In fact, it looks like the total assessed amount for Q3 2019 had been credited back to the account. Please provide an explanation of what occurred with the Quarter 3 2019 bill, as well as the following information:

1. Summary of billing issue from Q3 2019
2. Invoice and payment history from Q3 2019 – Q4 2019

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)

The Most Livable  
City in America



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