

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Wednesday, July 8, 2020 8:52 AM  
**To:** Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 720 Ohio St - Q4 2019 & Q1 2020 Billing Error / Complaint Inquiry

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

Clare,  
This is the latest response 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:** Tuesday, July 7, 2020 10:27 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 720 Ohio St - Q4 2019 & Q1 2020 Billing Error / Complaint Inquiry

Good Morning,

When the customer set up the auto pay the card number was entered in incorrectly so the auto pay was declined. The customer was sent out the late fee letters to let them know it wasn't paid yet. Customer fixed there auto pay and the Q2 2020 was paid via the auto pay. The first phone call we have received from this customer was on 5/26/2020 to schedule a bulk pick up.

Please let me know if you have any further questions. 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:** Monday, July 6, 2020 5:22 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 720 Ohio St - Q4 2019 & Q1 2020 Billing Error / Complaint Inquiry

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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

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, July 6, 2020 4:50 PM  
**To:** 'grevering.sph@gmail.com' <[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:** FW: 720 Ohio St - Q4 2019 & Q1 2020 Billing Error / Complaint Inquiry

Hi Greg,

Please forward assessment question to Republic.

Chris

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**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Sent:** Monday, July 6, 2020 12:35 PM  
**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:** 720 Ohio St - Q4 2019 & Q1 2020 Billing Error / Complaint Inquiry

Hi Clare,

Please find the Q4 & Q1 billing complaint below:

- Property Address: 720 Ohio St
- Property Owner: Joshua Nelson
- Phone Number or Email: 651-270-1157
- Pending Assessment Amount: Q4 - \$110.48; Q1 - \$107.02
- What Quarter Pending Assessment is for: Q4 & Q1
- Summary of Issue: Property owner has been in touch with RS and that the RS CS rep told him that he is able to view the payments that the P/O made to RS through auto-pay, and that the CS rep didn't know why these amounts were sent to the city for collection. The P/O states that he did not receive any late

notices from RS regarding these amounts, and because he has been set up on auto-pay he is not sure why they were referred to the city for collection.



**Alisha Black**

***Office Assistant III***

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

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