

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 14, 2020 10:10 AM
To: Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Flagged

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 14, 2020 9:36 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Clare,
There is no record of this account ever being missed for pick up. Thanks

Hope this helps
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
w RepublicServices.com



We'll handle it from here.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 13, 2020 4:06 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Note that (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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, July 13, 2020 2:48 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Frances. We are looking for any records that Republic may have of missed pickups. Not just calls about missed pickups. I assume that Republic keeps a record of those, correct? If so, can you send us that?



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

The Most Livable
City in America



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 13, 2020 2:47 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 727 VAN BUREN AVENUE - (Q1 2020) 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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, July 13, 2020 2:37 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Property address: 727 Van Buren Ave
Billing address (where we are sending bills and nonpayment notices): 1465 Ames Ave Saint Paul MN 55106

Calls:
We have never Rec'd a call from this customer about any missed pick ups, 1st call we ever received from the customer was to change the size of the cart on 1/2/2019 but nothing about missed pick ups.

Thank you, hope this answers all your questions.

Thanks

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
w RepublicServices.com



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 13, 2020 1:53 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Note that (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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, July 13, 2020 1:19 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 727 VAN BUREN AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 727 VAN BUREN AVENUE (PID: 352923110045)
Property Owner: S & R Consulting Llc (Shah L. Vang)
Phone Number or Email: 651-226-0222; shahvang@yahoo.com
Pending Assessment Amount: \$117.80
Quarter Pending Assessment is For: Garbage Service Large Cart weekly; 3 Late Fees; Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that Republic Services sent the invoice and notice of nonpayments to the incorrect address. **Please provide address that original invoice was sent to and confirm that the mailing address for the account has been update.**

They also stated that Republic Services neglected to pick up trash services for a period of 4 weeks at the beginning of the program. **Please provide a complete history of missed pick ups for this account.**

Please respond with all requested information by tomorrow at 12:00 PM as the legislative hearing for this property is this week.

Thank you!



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



www.stpaul.gov/garbage