

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 28, 2020 1:43 PM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 1935 MARGARET STREET- (Q4 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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, July 28, 2020 1:38 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1935 MARGARET STREET- (Q4 2019) Assessment Error/Complaint Inquiry

Good Afternoon Clare;

Q3 2019 – Q2 2020:

**Customer has a 68gal cart ** Here is the breakdown of the Q3 2019 – Q2 2020 invoice as requested. Thank you

Q3 2019:
Billed: \$96.08

Size: 68gal weekly
Billed: \$69.75 (base rate) plus taxes
Total with taxes: \$96.08

Total: \$96.08
Late fees: \$4.80 X 1 late fees = \$4.80

Total certified: \$0.00
Payment from Customer: \$100.88 on 8/20/2019

Q4 2019:
Billed: \$96.08

Size: 68gal weekly
Billed: \$69.75 (base rate) plus taxes
Total with taxes: \$96.08

Total: \$96.08
Late fees: \$4.80 X 3 late fees = \$14.40

Total certified: \$96.08 + \$14.40 = \$110.48
Payment from Customer: \$0.00

Q1 2020:

Billed: \$93.07

Size: 68gal weekly
Billed: \$67.56 (base rate) plus taxes
Total with taxes: \$93.07

Total: \$93.07
Late fees: \$4.65 X 1 late fees = \$4.65

Total certified: \$0.00
Payment from Customer: \$97.72 on 2/17/2020

Q2 2020:

Billed: \$93.07

Size: 68gal weekly
Billed: \$67.56 (base rate) plus taxes
Total with taxes: \$93.07

Total: \$93.07
Late fees: \$0.00

Total certified: \$0.00
Payment from Customer: \$93.07 on 4/8/2020

The customer is seeing a credit online because we have to make it a credit in our system to send it over to the city to be certified. She didn't make a payment in Q4 2019.

Hope this is what you are looking for me please me know if you have further questions.

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

w RepublicServices.com



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 28, 2020 1:16 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1935 MARGARET STREET- (Q4 2019) 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 attached, 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: Tuesday, July 28, 2020 1:08 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1935 MARGARET STREET- (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 1935 MARGARET STREET (PID: 352922210039)
Property Owner: Stefanie I Beckers
Phone Number or Email: berres.photography@gmail.com
Pending Assessment Amount: \$110.48
Quarter Pending Assessment is For: Garbage Service Medium Cart weekly; 3 Late Fees; Oct 1-Dec 31 2019

Summary of Issue: Property owner send copy of her payment history (see attached) and it appears as though she had received credit on her account for Q4 2019. Please explain why she is being assessed for Q4 2019. Please also provide an invoice and payment history from Q3 2019 – Q2 2020.

Please respond by today at 4:30 PM as there is a legislative hearing for this property next 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

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.