

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Monday, June 29, 2020 12:59 PM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 1052 Selby Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Chris,
Please see clarification below.

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 11:01 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1052 Selby Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Good Morning,
No, just voicemail. 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: Monday, June 29, 2020 10:51 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1052 Selby Ave - (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, June 29, 2020 9:45 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1052 Selby Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Frances. Were you ever able to touch base with them? I tried as well and left a voicemail.



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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, June 24, 2020 10:48 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1052 Selby Ave - (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: Wednesday, June 24, 2020 10:18 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1052 Selby Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Good afternoon,

I called and left a vm to contact me. When the customer set up the online account they set up paperless billing and so the invoice goes directly to the email on file. In the voicemail I informed that the \$3.36 is a late fee for late payment. Waiting on a call back from the customer. 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)



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, June 23, 2020 5:33 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 1052 Selby Ave - (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: Tuesday, June 23, 2020 4:50 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1052 Selby Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Service:

Property Address & PID: (PID: 022823220108)
Property Owner: Michael Caron; Robert Lindstrom
Phone Number or Email: 651-353-5730
Pending Assessment Amount: \$3.36
Quarter Pending Assessment is For: Quarter 1 2020 Delinquent Trash Bill

Summary of Issue: Property owner stated that they have never received an initial invoice from Republic Services. They have called Republic Services at least 3 times. Each time, the CSR stated that they had sent invoices to the property. It appears as though they are receiving the notices of nonpayment. **Please address this issue and confirm whether the initial invoices are being sent to the current property owner at 1052 Selby Ave.**

The property owner also stated that they would be interested in receiving paperless bills via e-mail if that is a possibility. **Please contact them as soon as possible to get this set up.**

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

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