

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 7, 2020 2:42 PM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 811 HAGUE AVE - (Q1 2020) 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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, July 7, 2020 2:27 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 811 HAGUE AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Good afternoon,

Q1 2020: \$93.07
Late fees: \$13.95
Total: \$107.02

Q2 2020: \$98.07
Late fees: \$5.00 (which was credited as it was a system generated late fee)
Total: \$98.07

After research... the \$90.31 is the previous owners extra bags charge that we picked up in December before they closed their account. 57 bags plus for the unpaid invoice it generated late fees

$\$78.52(\text{extra bags}) + \$6.93(\text{late fee}) = \90.31

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



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 7, 2020 1:30 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 811 HAGUE 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 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 7, 2020 1:04 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 811 HAGUE AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Frances. \$90.00 seems like an odd assessment amount. Can you provide an itemized break down for the assessed amount?



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

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, July 7, 2020 10:44 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 811 HAGUE AVE - (Q1 2020) 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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, July 7, 2020 10:41 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 811 HAGUE AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Good Morning,
The only payment we have received on this customers account has been 4/15/2020 for \$98.07.

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 7, 2020 9:03 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 811 HAGUE 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, July 7, 2020 8:52 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 811 HAGUE AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic:

Property Address & PID: 811 HAGUE AVE (PID: 022823120142)
Property Owner: SARAH WANSERSKI
Phone Number or Email: 612-408-0213; gard0182@umn.edu
Pending Assessment Amount: \$90.31
Quarter Pending Assessment is For: Garbage Service; Jan-Mar 20

Summary of Issue: Property owner stated that they paid their garbage bill directly with Republic prior to receiving a notice from the city. Please send payment history for Q4 2019 – Q2 2020. **If possible, please respond today by 3:00 PM as there is a legislative hearing for this property 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



