

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, June 30, 2020 3:31 PM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

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

Chris,
Please see update below 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, June 30, 2020 2:54 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Good afternoon Chris,
The credit has been on the account since 4/30/2020. Thanks ‘

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, June 30, 2020 2:43 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 2190 STANFORD 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 questions below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Tuesday, June 30, 2020 2:22 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Frances,

Can you tell me when the credit was applied? Was it after my email on Monday, June 29th?

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, June 30, 2020 12:30 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 2190 STANFORD 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: Tuesday, June 30, 2020 10:40 AM

To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Good Morning Chris,
Yes this is correct. 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: Monday, June 29, 2020 3:46 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 2190 STANFORD 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 clarifying question below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, June 29, 2020 3:43 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Frances,

The total credit on this account is \$4.97 correct?

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, June 29, 2020 12:59 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

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

Chris,
Please see update 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 11:06 AM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Good morning,
The customer just paid the \$4.97 on 4/17/2020. There is a \$4.97 credit on the account right now. 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 10:52 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 2190 STANFORD 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 attached information and request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, June 29, 2020 9:48 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: 2190 STANFORD AVENUE - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 2190 STANFORD AVENUE (PID: 082823120103)
Property Owner: BRIAN EVANS
Phone Number or Email: carleton80@gmail.com
Pending Assessment Amount: \$4.97
Quarter Pending Assessment is For: Garbage Service Late Fee 1 month, Large Weekly Cart Service; Jan-March 31 2020

Summary of Issue: Property owner stated this late fee was paid directly to their garbage hauler on April 14, 2020 as this amount was included on their Q2 2020 invoice. Please see attached Q2 2020 invoice and proof of payment from the property owner. Therefore, the assessment of \$4.97 should be removed. Please tell me what credits have been entered for this property and when they were entered.

Chris