

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, May 21, 2020 3:34 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul)
Subject: RE: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Thanks Frances!

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, May 21, 2020 3:08 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 556 MANOMIN AVE - (Billing Quarter) 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: Thursday, May 21, 2020 2:45 PM
To: grevering.sph@gmail.com
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Good afternoon Chris,
This request has been completed. 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: Thursday, May 21, 2020 11:02 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Franklin, Romack <RFranklin3@republicservices.com>
Subject: FW: 556 MANOMIN AVE - (Billing Quarter) 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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, May 21, 2020 10:49 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Hi Frances,,

Please see below for course of action.

Please send a confirmation email once you have applied the credits.

Chris

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, May 21, 2020 10:47 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Frances. We will remove the Q3 2019 (\$110.48), Q4 2019 (\$110.48), and Q1 2020 (\$107.02) Assessments.

This would mean that Republic Services should credit the account a total of \$469.74. Please send us a confirmation email once this is done.



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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www.stpaul.gov/garbage

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, May 21, 2020 9:25 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, May 19, 2020 4:58 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

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

Chris,
Please see update and request 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, May 19, 2020 3:25 PM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Good afternoon,

After doing some research to the account. I found the customers payment that the customer is paying to Republic Service under her open market account number instead of making the payments to her OTC account number. I have requested that our credit and collections department move all the money to the correct account. I called the customer and notified of this finding informed the customer that she is paying a closed account. She said that she has

never opened the billing statement to see the account number she just keeps going online to the account number which was registered from open market and payment that even though there wasn't an invoice to pay.

How would the city like to proceed with this finding. Currently we just moved over to the correct account \$797.72

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, May 18, 2020 5:15 PM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Note that (grevering.sph@gmail.com) is an external email. Report suspicious emails by clicking on "Report Phishing"

Romack,
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, May 18, 2020 4:12 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 556 MANOMIN AVE - (Billing Quarter) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

Property Address & PID: 556 MANOMIN AVE (PID: 072822240045)

Property Owner: JACQUELYN M MCNAMARA

Phone Number or Email: 651-592-4176

Pending Assessment Amount: Q4 2019; Q1 2020

Quarter Pending Assessment is For: \$110.48; \$107.02

Summary of Issue: Please see payment history attached to the e-mail. It appears as though the property owner has made the following payments to Republic Services:

Q4 2019

11/26/2019: Resident made payment of \$150

Q1 2020

01/28/2020: Resident made payment of \$150

02/19/2020: Resident made payment of \$100

2/28/2020: Resident made payment of \$97.72

Why does this property current have assessments pending for Q4 2019 and Q1 2020? Please provide the following information for Q4 2019 & Q1 2020:

1. Itemized invoice for quarter – We have billed the customer for a 68gal trash cart @ \$93.07/ quarter plus late fees
2. Any credits applied – As of today there will be a \$797.72 credit on the customer account.
3. Payment made by resident - \$797.72
4. Date of payment –
 - 7/25/2018
 - 9/26/2019
 - 10/18/2018
 - 11/9/2018
 - 11/27/2019
 - 1/29/2020
 - 2/20/2020
 - 3/2/2020
 - 4/2/2020
5. Any contact between resident and hauler. – We have no record of this customer ever calling in.



Clare Pillsbury

Management Assistant I

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Saint Paul, MN 55102

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