

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, June 30, 2020 12:30 PM  
**To:** Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 2166 LINCOLN 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.**

Clare,  
Please see update from Frances.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Tuesday, June 30, 2020 10:57 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 2166 LINCOLN AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Good Morning,

Customer submitted a payment 4/18/2020 for the \$4.65. We had already sent the certification to the city on 4/6/2020. The \$4.65 went against the Q2 2020 invoice. When the customer paid the invoice for Q2 2020 on 4/25/2020 they paid it in full so the account was left with a credit of \$4.65. The credit will go against the following invoice Q3 2020. Please let me know if this makes sense. Thank you

Frances

Thank you

Frances

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> 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.\*

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, June 29, 2020 3:45 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 2166 LINCOLN AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Note that ([grevering.sph@gmail.com](mailto: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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, June 29, 2020 3:20 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 2166 LINCOLN AVE - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Republic Services:

**Property Address & PID:** 2166 LINCOLN AVE (PID: 052823410125)  
**Property Owner:** STEVEN TRIPP  
**Phone Number or Email:** [tripp.st@gmail.com](mailto:tripp.st@gmail.com)  
**Pending Assessment Amount:** \$4.65  
**Quarter Pending Assessment is For:** Garbage Service Late Fee 1 month, Medium Week Cart Service; Jan-March 2020

**Summary of Issue:** Property owner stated that they they already paid the assessment of \$4.65 to the hauler as part of their Q2 2020 bill. (Please see both the invoice and proof of payment attached). **Please explain why the property owner appears to be double paying for this amount and provide documentation that the additional amount of \$4.65 has been added as a credit to the property owner's account.**

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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