

## Pillsbury, Clare (CI-StPaul)

---

**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, July 28, 2020 10:32 AM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) 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](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <FEstrella@republicservices.com>  
**Sent:** Tuesday, July 28, 2020 10:28 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Franklin, Romack <RFranklin3@republicservices.com>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

I should have the information on Friday, Monday at the latest. Thank you

**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  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 28, 2020 10:22 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

Cc: Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

Subject: FW: 706 BLAIR AVENUE- (Q4 2019) 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 request below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Sent:** Tuesday, July 28, 2020 10:07 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. Please follow up with me once you confirm the cart sizes on the property. Once you do, I will follow up with the property owner to determine the size carts that they want serviced moving forward.



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



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, July 24, 2020 5:02 PM

**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,  
Please see update below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Friday, July 24, 2020 3:03 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon Clare,

Per our conversation...

We are in the process of verifying to see how many carts and what size carts are on site due to the fact that the customer once spoke to me and said they wanted the 95gal and the 68gal trash carts

Please also reduce the Q1 2020 assessment to \$64.18. Thank you

**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.\*

---

**From:** Estrella, Frances

**Sent:** Thursday, July 23, 2020 3:21 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon Clare,

Hope this answers the questions you had on this account.

Thanks

706 Blair Ave:

- Q1 2020:
  - o Billing: \$192.50
  - o Paid: \$0.00
  - o Size: 68gal & 95gal
  - o 95gal on a vacation hold 2/1/2020 – 8/1/2020
  - o Credit for the 95gal for Feb – Mar. was applied to the account.
- Q2 2020:
  - o Billing: \$0.00
  - o Paid: \$0.00
  - o Size: 68gal
  - o 95gal on a vacation hold 2/1/2020 – 8/1/2020
  - o 5/1/2020: Credit was submitted to the account
- Q3 2020:
  - o Billing: \$93.07
  - o Paid: \$0.00 (credit paid for this invoice)
  - o Size: 68gal
  - o 95gal on a vacation hold 2/1/2020 – 8/1/2020
  - o There is currently a credit on the account that will go against the next invoice.

704 Blair Ave:

- Q1 2020:
  - o Billing: \$67.28
  - o Paid: \$67.28 on 1/22/2020
  - o Size: 32gal
- Q2 2020:
  - o Billing: \$67.28
  - o Paid: \$0.00
  - o Size: 32gal
- Q3 2020:
  - o Billing: Nothing account is closed.

**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.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, July 23, 2020 1:12 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

Cc: Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

Subject: FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see 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: Thursday, July 23, 2020 1:10 PM

To: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

Subject: RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. Can you provide me a breakdown of the invoice for Q1 2020 & Q2 2020 (for both accounts at 704 & 706 Blair, if necessary) as well as for Q3 2020? Both invoices should include:

- Itemized break down of the invoice
- Service levels (number and size of carts)
- Any vacancy holds applied (and which carts they were applied to)
- Any credits applied (and when)
- Late fees applied

**Please respond by tomorrow at 1:00 PM if possible.** I would like to discuss this with you on our phone call.



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**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)



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

From: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

Sent: Wednesday, July 15, 2020 11:09 AM

To: Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul)

<[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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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

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Wednesday, July 15, 2020 10:51 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Credit was on the account since 5/1/2020

**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.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Wednesday, July 15, 2020 10:34 AM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) 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 follow up question below.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Wednesday, July 15, 2020 10:30 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Frances,

When was the credit applied to the account?

Chris

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, July 13, 2020 1:06 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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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

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, July 13, 2020 12:38 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon Clare,

The credit as been applied to the account. The credit is going against the invoices on the account. Currently the credit paid for the 7/5/2020 invoice and there is still a credit that will apply to the next invoice. Please let me know if you have any further questions.

As far as Q3 2020 invoice the customer was billed \$93.07.

Please let me know of any other questions. 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  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, July 13, 2020 10:06 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see request below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, July 13, 2020 10:00 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Has there been an update on this issue yet?





## 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)



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Pillsbury, Clare (CI-StPaul)

**Sent:** Friday, July 10, 2020 9:11 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hello Frances,

I spoke to the property owner and it appears as though the credits of \$244.45 have still not been added to the account.

Furthermore, it appears as though they are being incorrectly charged additionally for service from April through June. Why was this added to the Quarter 3 invoice? Property owner is understandably frustrated with having to deal with multiple errors and lack of follow through on the account.

**Please respond no later than 4:00 PM today.**



## 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

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---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, June 19, 2020 12:02 PM

**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul)

<[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,  
Please see confirmation below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Friday, June 19, 2020 11:58 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Clare,  
That amount is correct. 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.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, June 19, 2020 11:56 AM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see 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:** Friday, June 19, 2020 11:50 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. What is the total amount of credits that will be posted? It looks like it should be \$244.45.



**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)



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, June 19, 2020 11:44 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Please see update from Frances.

**Greg Revering**  
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[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

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**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Friday, June 19, 2020 11:42 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good Morning Clare,  
There is a credit on the account that will post to the next bill cycle 7/5/2020. 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  
w [RepublicServices.com](http://RepublicServices.com)



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, June 18, 2020 1:45 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Thursday, June 18, 2020 11:59 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hello Frances.

The owner for this property just contacted me regarding his account. He stated that thus far, he has only received \$233.30 of the total amount of \$477.75 that he was supposed to be issued. Can you look into this and confirm the amount that has been credited to the account?

Thank you!



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## Clare Pillsbury

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**F:** 651-266-6222

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



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Thursday, May 14, 2020 9:20 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. Please finish issuing the full \$474.77 to the combined account of 706 Blair. We also request that you credit the account an additional \$2.98. This is for the late fees associated with the assessment of \$12.59 for Q2 2019.

**We also want to ensure that going forward the accounts for 706 Blair and 704 Blair are combined under a single account for 706 Blair.** The account should be in the name of the property owner 2 Mill Llc (Erik R Veblen). **Please confirm that this has been done.**

Please ensure that moving forward that you check your records to ensure that this type of issue does not occur in the future. Please ensure moving forward that accounts are put in the name of the property owner and not the tenants.

Thank you.

## Clare Pillsbury

### *Management Assistant I*

Saint Paul Public Works



The Most Livable  
City in America

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)



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, May 5, 2020 3:29 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, May 5, 2020 1:58 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,  
Please look over this response with me.

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

763-295-2054

---

**From:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Sent:** Tuesday, May 5, 2020 11:26 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Chris,

Below is our response

Q: It appears as though the account for 704 Blair Avenue was not set up in May 2019 as previously stated by Republic Services but rather in October 2018.

A: This was an error on our part we inadvertently listed the set up date as May 2019 instead of October 2018.

1. **706 and 704 Blair should not be separate accounts.** This is a DUPLEX. RS created a second account at this property. The resident should have been charged for two carts; one large and one small. The total cost for service each quarter should be \$172.78. RS has been charging this resident for 3 carts; a large and medium at 706 and a small at 704.

Response: Correct. We have been charging for 1- large and 1- medium cart at 706 since October 2018 per the October Master list. We have also been charging for 1- small cart at 704 since October 2018, which we incorrectly set up when the tenant called in October 2018.

706 Resolution: We are proposing that we credit the following:

Q4 2018 – Credit late fee \$10.24

Back Bill – Credit the back bill \$178.67

Total Credits = \$188.91

704 Resolution: We are proposing that we credit 704 Blair for a small cart from Q4 2018 – Q1 2020 for the total amount charged to the tenant: Total credit = \$474.77

Question: Should we send a check to the tenant or apply a credit to the owners account? Tenant made all payments on account.

2. **What** about the attached record of payment for 706 Blair? Those are the online invoice due dates not payments from the customer. Did the resident make these payment? No. the resident has never made a payment. The records that the property owner has provided us which show that they were in fact overpaying their bill. Resident has never made a payment. What is attached is not a payment history but an invoice history. We have attached below the customers online bill history. Which is what the customer is sending you as a payment history.
3. **What** is going on with the bills for 704? The quarterly charge seems to widely vary each quarter you also appear to be billing on dates different than what the contract outlines. We recognized that this account was set up improperly, that there were incorrect amounts being billed, so we credited off the entire account.
4. **Please** provide an itemized breakdown of the back bill of \$188.91 which includes 1) Which service periods the resident was being back billed for and 2) What the total amounts back billed for reach service period. The resident was being back billed for Q2 (April-June 2019 Services). Customer should have been bill \$595.56. We billed the customer \$416.89 Total amount back billed \$178.67.
5. **In** your notes in the excel document you stated: "On 4/20/2020 I submitted a credit in the amount of \$352.28 to this account as it was a duplicate account. I still need to give more credit as the customer has paid a total of \$474.77 and then I can either move the money from 704 Blair Ave to 706 Blair Ave (original account) or Should we refund the tenant as they should never have been billed?" Which account was the credit submitted to? Please provide an itemize breakdown of the credits issued so that we can see what they are for. Credits were issues for 704 Blair. Please see the attached excel spreadsheet.

Q4 2018:

706 Blair Billing: \$102.44 + \$106.32 = \$208.76 \* 6) Why is the total invoice \$208.76? If the invoice were for a 95-gal and 64-gal, it should be \$102.44 + \$96.08

Cart Sizes: 95gal + 68gal

R.S Said Customer PD: \$0.00

Property Account Records Show: Property owner paid \$102.44 on 10/15/2018 and \$208.76 on 12/10/2018

Answer: Per the excel spreadsheet Q4 2018 there is a \$10.24 late fee discrepancy.

704 Blair Billing: \$67.70  
Cart Size: 32 gal  
RS said Customer PD: \$96.08 on 11/21/2018

Q1 2019:

706 Blair Billing:  $198.52 + \text{late fees} = \$229.81$   
Cart Sizes: 95gal + 68gal  
R.S Said Customer PD: \$0.00  
Property Account Records Show: Property owner paid \$198.52 on 01/27/2019

704 Blair Billing: \$55.00  
Cart Size: 32 gal  
RS said Customer PD: \$26.62

Q2 2019:

706 Blair Billing:  $\$9.61 + \text{late fees} = \$10.51 * 7$  Is this for the single pickup of both the 95-gal and 68-gal in April 2019?

Cart Sizes: 95gal + 68gal (Vacation hold in effect from April 2019 – October 2019. However hold was removed for 95-gal on 04/15/2020)  
R.S Said Customer PD: \$0.00  
Property Account Records Show: Property owner paid \$9.61 on 4/25/2019

Answer: Yes, this is for the pickup of both container sizes. However, the resident did not pay on 4.25.2020.

704 Blair Billing: \$71.67  
Cart Size: 32 gal  
RS said Customer PD: \$71.67 on 03/05/2019

Q3 2019:

706 Blair Billing:  $\$188.7 + \text{late fees} = \$217.12$  (This invoice is for April 15th - Sept 30 for the 95gal trash )  
Cart Sizes: 95gal + 68gal  
R.S Said Customer PD: \$0.00  
Property Account Records Show: Property owner paid \$188.70 on 07/25/2019 & \$387.05 on 08/25/2019  
704 Blair Billing: \$64.93  
Cart Size: 32 gal  
RS said Customer PD: \$27.03

Back bill:\* RS TOLD CITY TO REMOVE BECAUSE OF TEMP SERVICE HOLD.

Billing: \$188.91  
RS said Customer PD: NO RESPONSE  
Property Account records Show: Property owner paid \$387.05 on 08/25/2019 \*8) This appears to have been the total amount for the Q3 2019 invoice \$188.70 plus the back bill amount of \$188.91. Therefore the Q2 2019 bill was not only paid once but twice by the hauler. Why was there a Q3 2019 assessment?

Answer: The resident never paid the Q3 invoice. On April 9, the resident called in to request that we remove the vacation hold for the 95 gallon cart.

Q4 2019:

706 Blair Billing:  $\$198.52 + \text{late fees} = \$228.31$   
Cart Sizes: 95gal + 68gal



R.S Said Customer PD: \$0.00

Property Account Records Show: Property owner paid \$387.43

704 Blair Billing: \$74.14 on 7/31/2019;

Cart Size: 32 gal

RS said Customer PD: \$0.00

We expect a response within 24 hours. If the response does not cover all questions highlighted in yellow, it will not be considered complete

Romack, are you not seeing these issues? I don't even know where to start if you cannot see the obvious issues with your billing and responses.

Chris

Customer	Status:	Enrolled	Biller Unit:	Allied Waste
<b>ERIK VEBLEN</b>	User ID:	4bae36605cc943afba6bb42c485446155	SS LOGIN USER	
<div>OverviewAccountsDocumentsPaymentsMessages</div>				

## Documents

Display:

Items: 1-10 of 10

<input type="checkbox"/> (Select all)	Date	Account	Description	More Information	A
<input type="checkbox"/>	04/05/2020	309238608026 (Utility)	<a href="#">Invoice : 0923-004335511, Amount: -\$34.15, Due: 04/25/2020</a>		
<input type="checkbox"/>	02/05/2020	309238608026 (Utility)	<a href="#">Invoice : 0923-004272118, Amount: \$73.81, Due: 02/25/2020</a>		
<input type="checkbox"/>	01/05/2020	309238608026 (Utility)	<a href="#">Invoice : 0923-004233992, Amount: \$192.50, Due: 01/25/2020</a>		
<input type="checkbox"/>	10/05/2019	309238608026 (Utility)	<a href="#">Invoice : 0923-004141836, Amount: \$387.43, Due: 10/25/2019</a>		
<input type="checkbox"/>	08/05/2019	309238608026 (Utility)	<a href="#">Invoice : 0923-004052815, Amount: \$387.05, Due: 08/25/2019</a>		
<input type="checkbox"/>	07/05/2019	309238608026 (Utility)	<a href="#">Invoice : 0923-004020045, Amount: \$188.70, Due: 07/25/2019</a>		
<input type="checkbox"/>	04/05/2019	309238608026 (Utility)	<a href="#">Invoice : 0923-003928297, Amount: \$9.61, Due: 04/25/2019</a>		
<input type="checkbox"/>	01/07/2019	309238608026 (Utility)	<a href="#">Invoice : 0923-003813626, Amount: \$198.52, Due: 01/27/2019</a>		
<input type="checkbox"/>	11/20/2018	309238608026 (Utility)	<a href="#">Invoice : 0923-003748912, Amount: \$208.76, Due: 12/10/2018</a>		
<input type="checkbox"/>	09/25/2018	309238608026 (Utility)	<a href="#">Invoice : 0923-003692504, Amount: \$102.44, Due: 10/15/2018</a>		

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



"We'll handle it from here."

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, May 04, 2020 5:17 PM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Note that ([Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Romack,

I am confused. This only seems to partially answer any of the questions. It would also appear this is even more problematic than I first thought. Frances. Based on your breakdown, it appears as though the account for 704 Blair Avenue was not set up in May 2019 as previously stated by Republic Services but rather in October 2018. We have updated the records below to reflect this. This responses raises more questions about the account

Please respond in detail to each question below. As this email has turned into a novel I have highlighter the questions in yellow:

1. **706 and 704 Blair should not be separate accounts.** This is a DUPLEX. RS created a second account at this property. The resident should have been charged for two carts; one large and one small. The total cost for service each quarter should be \$172.78. RS has been charging this resident for 3 carts; a large and medium at 706 and a small at 704.
2. **What** about the attached record of payment for 706 Blair? Did the resident make these payment? The records that the property owner has provided us which show that they were in fact overpaying their bill.
3. **What** is going on with the bills for 704? The quarterly charge seems to widely vary each quarter you also appear to be billing on dates different than what the contract outlines.
4. **Please** provide an itemized breakdown of the back bill of \$188.91 which includes 1) Which service periods the resident was being back billed for and 2) What the total amounts back billed for reach service period.
5. **In** your notes in the excel document you stated: "On 4/20/2020 I submitted a credit in the amount of \$352.28 to this account as it was a duplicate account. I still need to give more credit as the customer has paid a total of \$474.77 and then I can either move the money from 704 Blair Ave to 706 Blair Ave (original account) or Should we refund the tenant as they should never have been billed?" Which account was the credit submitted to? Please provide an itemize breakdown of the credits issued so that we can see what they are for.

Q4 2018:

706 Blair Billing:  $\$102.44 + \$106.32 = \$208.76$  \* 6) Why is the total invoice \$208.76? If the invoice were for a 95-gal and 64-gal, it should be  $\$102.44 + \$96.08$

Cart Sizes: 95gal + 68gal

R.S Said Customer PD: \$0.00

Property Account Records Show: Property owner paid \$102.44 on 10/15/2018 and \$208.76 on 12/10/2018

704 Blair Billing: \$67.70

Cart Size: 32 gal

RS said Customer PD: \$96.08 on 11/21/2018

Q1 2019:

706 Blair Billing:  $198.52 + \text{late fees} = \$229.81$

Cart Sizes: 95gal + 68gal

R.S Said Customer PD: \$0.00

Property Account Records Show: Property owner paid \$198.52 on 01/27/2019

704 Blair Billing: \$55.00

Cart Size: 32 gal

RS said Customer PD: \$26.62

Q2 2019:

706 Blair Billing:  $\$9.61 + \text{late fees} = \$10.51$  \* 7) Is this for the single pickup of both the 95-gal and 68-gal in April 2019?

Cart Sizes: 95gal + 68gal (Vacation hold in effect from April 2019 – October 2019. However hold was removed for 95-gal on 04/15/2020)

R.S Said Customer PD: \$0.00

Property Account Records Show: Property owner paid \$9.61 on 4/25/2019

704 Blair Billing: \$71.67

Cart Size: 32 gal

RS said Customer PD: \$71.67 on 03/05/2019

Q3 2019:

706 Blair Billing:  $\$188.7 + \text{late fees} = \$217.12$  (This invoice is for April 15th - Sept 30 for the 95gal trash )

Cart Sizes: 95gal + 68gal

R.S Said Customer PD: \$0.00

Property Account Records Show: Property owner paid \$188.70 on 07/25/2019 & \$387.05 on 08/25/2019

704 Blair Billing: \$64.93

Cart Size: 32 gal

RS said Customer PD: \$27.03

Back bill:\* RS TOLD CITY TO REMOVE BECAUSE OF TEMP SERVICE HOLD.

Billing: \$188.91

RS said Customer PD: NO RESPONSE

Property Account records Show: Property owner paid \$387.05 on 08/25/2019 \*8) This appears to have been the total amount for the Q3 2019 invoice \$188.70 plus the back bill amount of \$188.91. Therefore the Q2 2019 bill was not only paid once but twice by the hauler. Why was there a Q3 2019 assessment?

Q4 2019:

706 Blair Billing:  $\$198.52 + \text{late fees} = \$228.31$

Cart Sizes: 95gal + 68gal  
R.S Said Customer PD: \$0.00  
Property Account Records Show: Property owner paid \$387.43

704 Blair Billing: \$74.14 on 7/31/2019;  
Cart Size: 32 gal  
RS said Customer PD: \$0.00

We expect a response within 24 hours. If the response does not cover all questions highlighted in yellow, it will not be considered complete

Romack, are you not seeing these issues? I don't even know where to start if you cannot see the obvious issues with your billing and responses.

Chris

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, May 4, 2020 9:35 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,  
Please see attached and information below.

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

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, May 4, 2020 9:04 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good Morning Chris,  
Please see below in red and also the attached documents. Also please see the questions in the attached. Thank you

Frances

**Frances Estrella**  
Billing Coordinator

4325 66<sup>th</sup> St E

Inver Grove Heights, Mn 55076  
[e festrella@republicservices.com](mailto:efestrella@republicservices.com)  
o 651-286-4588  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, May 1, 2020 12:07 PM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) 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 information and request below.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Friday, May 1, 2020 12:05 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Republic,

The City has had time to look over this issue more. This response raises more questions.

1. How much is the "proper" credit to this resident? - \$199.15
2. When was the service hold in place? Francis mentioned a service hold as why you removed the back bill. - Please see attached for information
3. Please provide a copy of the Q2 2019 invoice you sent to the resident. - Please see attached for information
4. Please breakdown the back bill amount. I know it has been removed, but I want to know why there was even a bill generated to start. - Please see attached for information

The resident was nice enough to provide me the records of their payment. See attached. I have broken down the payment history below. See additional information and questions from City in purple.

Q4 2018

Billing: \$208.76 PLUS LATE FEES Republic overcharged this resident for service. Bill should be \$198.52. Did you issue a credit?

Cart Size: 95/68

RS said Customer PD: \$0.00

Account records: \$102.44 on 10/15/18

\$208.76 on 12/15/18

Q1 2019:

Billing: \$198.52 PLUS LATE FEES

Cart Size: 95/68

RS said Customer PD: \$0.00

Account records: \$198.52 on 1/27/19

Q2 2019: \* RS must send me a copy of this invoice.

Billing: \$198.52 plus late fees

Cart Size: 90gal & 60gal

RS said Customer PD: \$0.00

Account records: \$9.61 on 4/25/19 Did RS invoice the resident \$9.61?

Q3 2019:

Billing: \$188.70 plus late fees

Cart Size: 90gal & (60gal was on vacation hold)

RS said Customer PD: \$0.00

Account records: \$188.70 on 7/25/19

Back bill: \* RS TOLD CITY TO REMOVE BECAUSE OF TEMP SERVICE HOLD.

Billing: \$188.91

Cart Size:

RS said Customer PD: NO RESPONSE

Account records: Payment of \$387.05 on 8/25/19

Q4 2019:

Billing: \$198.52 plus late fees

Cart Size: 90gal & 60gal

RS said Customer PD: \$0.00

Account records: Payment of \$387.43 on 10/25/19

Q1 2020:

Billing: \$192.50 plus late fees

Cart Size: 90gal & 60gal

RS said Customer PD: \$0.00

City doesn't have records

I expect a response within 24 hours.

Chris

---

**From:** Swanson, Christopher (CI-StPaul)

**Sent:** Monday, April 27, 2020 10:28 AM

**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, April 27, 2020 10:22 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) 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](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Monday, April 27, 2020 10:21 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Please see below in Red. Going forward there is only 1 account and it is being charged 1 95gal trash and 1 68gal trash cart. It is under the address 706 Blair Ave under the name 2 Mill LLC. The 704 Blair Ave account has been closed which was under the tenant Laura Youngberg. Proper credits have been posted to the account for this property.

Thank you

If you have any additional questions please feel free to reach out to me via phone @ 651-286-4588

Thank you

**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  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.®





---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, April 27, 2020 9:24 AM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Cc:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) 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"

Romack,  
Please see request below.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, April 27, 2020 9:14 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hi Romack,

I need a response on this by 11 am today. We need to get this uploaded in our system.

Thanks,

cs

---

**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, April 24, 2020 2:11 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hi Romack,

Here are our additional questions on this account. Please provide **an itemized description of earlier bills from Q4 2018 – Q1 2020. Each itemized description should include:**

1. Base service level (cart size and amount) – Customer has had a 95 and 68gal since 10/1/2018
2. Any additional charges – No extras
3. Any late fees added – on all invoices there was late fees as the customer never has paid
4. Any back billing added – Yes as shown below but we already credited it off as the customer was on vacation hold (already asked the city to remove the certification for the back bill)
5. Any payment by the resident. - \$0.00( we have never received a payment from this owner. The tenant has made payments for the 2<sup>nd</sup> account)



Q4 2018

Billing: \$208.76 PLUS LATE FEES

Cart Size: 95/68

Customer PD: \$0.00

Q2 2019:

Billing: \$198.52 PLUS LATE FEES

Cart Size: 95/68

Customer PD: \$0.00

Q2 2019:

Billing: \$198.52 plus late fees

Cart Size: 90gal & 60gal

Customer PD: \$0.00

Q3 2019:

Billing: \$188.70 plus late fees

Cart Size: 90gal & (60gal was on vacation hold)

Customer PD: \$0.00

Back bill:

Billing: \$188.91

Cart Size:

Customer PD:

Q4 2019:

Billing: \$198.52 plus late fees

Cart Size: 90gal & 60gal

Customer PD: \$0.00

Q1 2020:

Billing: \$192.50 plus late fees

Cart Size: 90gal & 60gal

Customer PD: \$0.00

This is what we pulled together based on what the customer told us. The customer has stated that they have paid RS but I do not see any payments reflected in the breakdown above.

Quarter	Changes in Service Level	Service Level Billed	Correct Service Level	Invoice	Correct Invoice	Customer Paid	Assessed Amount
Q2 2019	May 2019: Acct was est. for 704 Blair. Therefore 706 should only be charged for one cart	96-gal & 64-gal	96-gal & 64-gal (for 1 month)	\$198.52	\$134.46	\$9.61	\$10.09
Q3 2019	Vacation hold in effect for 64 gallons. Bill does not reflect this.	96-gallon & 64-gallon	96-gallon	\$188.70	\$102.44	\$188.70 on 07/25/2019 & \$387.05 on 08/25/2019	\$217.02

<b>Back Bill</b>	RS verified that back bill was sent in error	Q3 Back bill (Could have been Q2 backbill)	NONE	\$188.91	\$0.00	\$0.00	\$188.91 (assessed during
<b>Q4 2019</b>	Acct for 704 Blair still exists. Therefore acct. for 706 should only be charged for one cart	96-gallon & 64-gallon	96-gallon	\$192.50	\$102.44	\$387.05	\$417.22

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Thursday, April 23, 2020 1:25 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:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Any update on this? **Please provide an answer by Monday, April 27 at 10:00 AM.**



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## 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)



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, April 20, 2020 3:28 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:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Hello Frances,

From what I have gleaned from both you and the resident, looks like the billing for this property is a bit complex. Therefore I will need a bit more background information. Can you please provide **an itemized description of earlier bills from Q4 2018 – Q1 2020. Each itemized description should include:**

1. Base service level (cart size and amount)
2. Any additional charges
3. Any late fees added
4. Any backbilling added

Thank you!



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## Clare Pillsbury

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800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102  
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F: 651-266-6222

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



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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, April 20, 2020 11:21 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) 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](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Monday, April 20, 2020 11:16 AM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

I'm crediting off the 68gal trash cart from 7/1/2019 – 3/31/2020. Which is the cart that was extra. Thanks

**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

w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, April 17, 2020 4:55 PM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,

Please see request below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, April 17, 2020 4:12 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Can you break down the total credit amount of \$358.28? I need to know what service level you are crediting for.

Thank you!



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## 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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---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Friday, April 17, 2020 3:49 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances. I will just remove this amount from the Q4 2019 assessment.



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## 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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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, April 17, 2020 3:48 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul)

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

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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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

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Sent:** Friday, April 17, 2020 3:43 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Good afternoon,

From 5/19/2019 the customer has had 2 accounts being charged for 3 carts. I will submit the proper credits for this property. Total credit applying to the account will be \$358.28. May 2019 – March 2020. 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)



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Friday, April 17, 2020 2:59 PM

**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>

**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>

**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see information and request below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, April 17, 2020 2:51 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Frances.

I spoke with the property owner and they stated that the property is a duplex and therefore the following addresses can be found at the property:

704 Blair Avenue  
706 Blair Avenue

The owner stated that Republic Services had two separate accounts for the property. One was for 704 Blair Avenue (Service Level: 35 gallon cart with EOW) and the other was for 706 Blair Avenue (Service Level: 64-gallon and 96-gallon). The account for 706 Blair had the property classified as a two family dwelling unit.

**Please confirm whether this is true.** If it is, then this is incorrect as this means that the property would have been charged for three residential units.

Thank you!



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**Clare Pillsbury**  
***Management Assistant I***

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Saint Paul, MN 55102  
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[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, April 15, 2020 10:35 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,  
Please see breakdown below from Frances.

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

763-295-2054

---

**From:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Sent:** Wednesday, April 15, 2020 10:27 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** RE: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

Q2 2019:

Billing: \$198.52 plus late fees  
Cart Size: 90gal & 60gal  
Customer PD: \$0.00

Q3 2019:

Billing: \$188.70 plus late fees  
Cart Size: 90gal & (60gal was on vacation hold)  
Customer PD: \$0.00

Back bill:

Billing: \$188.91  
Cart Size:  
Customer PD:

Q4 2019:

Billing: \$198.52 plus late fees  
Cart Size: 90gal & 60gal  
Customer PD: \$0.00

Q1 2020:

Billing: \$192.50 plus late fees  
Cart Size: 90gal & 60gal  
Customer PD: \$0.00

Please remove the back bill off the account as this customer was on vacation hold so doesn't owe this. \$188.91. Thank you



**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  
w [RepublicServices.com](http://RepublicServices.com)



We'll handle it from here.\*

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, April 15, 2020 9:23 AM  
**To:** Estrella, Frances <[FEstrella@republicservices.com](mailto:FEstrella@republicservices.com)>  
**Cc:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Subject:** FW: 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,  
Please see below information and request.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, April 15, 2020 9:17 AM  
**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:** 706 BLAIR AVENUE- (Q4 2019) Assessment Error/Complaint Inquiry

**Property Address & PID:** 706 BLAIR AVENUE (PID: 352923110229)  
**Property Owner:** 2 Mill Llc (Erik R Veblen)  
**Phone Number or Email:** 612-221-7149 ; [eveblen52@gmail.com](mailto:eveblen52@gmail.com)  
**Pending Assessment Amount:** \$417.22  
**Quarter Pending Assessment is For:** Garbage Service Q4 Oct 1-Dec 31 2019

**Summary of Issue:** Property owner stated that the property is rented and the tenant is responsible for paying the garbage bill. Previously, the owner had been receiving notices that the bill was going unpaid. They stated that they responded to these notices in writing and on the phone many times and that he requested copies of the bill. Despite these requests, they did not receive copies of the past due bills/ charges. When they spoke to the representative of the Company (and her supervisor) they assured me they would get back to me and never did. The property owner confirmed that they finally took the service out of the tenants name and put it in the property owner's name on approx Jan 1 2020.

**Per the owners request, please send an itemized description of each from Q2 2019 – Q1 2020. Each itemized description should include:**

1. Base service level (cart size and amount)
2. Any additional charges
3. Any late fees added
4. Any backbilling added

Thank you!



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## **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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