

Jillian Barden

From: Jillian Barden (Public Works Garbage) <garbage@ci.stpaul.mn.us>
Sent: Monday, December 30, 2024 11:25 AM
To: Jillian Barden
Subject: Re: FW: Billing Question - 652 Iglehart Ave- Republic

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

Please see attached

On Wed, November 6 at 19:46, Consortium wrote:

Please see Republic update and request.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Wednesday, November 6, 2024 2:51 PM
To: Greg Revering <grevering.sph@gmail.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: Billing Question - 652 Iglehart Ave- Republic

Hello,

Please clear certification. We have moved the payment, just doesn't owe anything.

Thanks,

Frances Estrella

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e festrella@republicservices.com

o 612.464.2723

c 612.516.4833

w RepublicServices.com



Sustainability in Action

From: Greg Reverting <greverting.sph@gmail.com>
Sent: Monday, November 4, 2024 5:02 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: Fwd: Billing Question - 652 Iglehart Ave- Republic

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances,

Please see request from Jillian.

Sent from my iPhone

Begin forwarded message:

From: "Jillian Barden (Public Works Garbage)" <garbage@ci.stpaul.mn.us>
Date: November 4, 2024 at 12:16:51 PM CST
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: Billing Question - 652 Iglehart Ave- Republic
Reply-To: Public Works Garbage <garbage@ci.stpaul.mn.us>

PO did not intend to prepay Q1 at 659 Iglehart, can we use the funds to pay the Q3 assessment at 652 Iglehart instead?

On Thu, October 31 at 18:53, Consortium wrote:

Please see Republic update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, October 31, 2024 11:54 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: FW: Billing Question - 652 Iglehart Ave- Republic

Yes, there is a credit on the account and that will go towards the next invoice Q1 2025.

Thanks,

Frances Estrella

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e festrella@republicservices.com

o 612.464.2723

c 612.516.4833

w RepublicServices.com



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 30, 2024 7:22 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: FW: Billing Question - 652 Iglehart Ave- Republic

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Please see questions from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Jillian Barden (Public Works Garbage) <garbage@ci.stpaul.mn.us>
Sent: Wednesday, October 30, 2024 8:03 AM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: Billing Question - 652 Iglehart Ave- Republic

This PO has 2 homes. Please send info for both 652 and 659 Iglehart

Does PO still have a credit balance on 659 Iglehart? If yes, is it from his check that posted on 10/22?

On Mon, October 28 at 17:15, Consortium wrote:

Please see Republic update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Monday, October 28, 2024 12:18 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: Billing Question - 652 Iglehart Ave- Republic

Yes, we can waive the late fees.

Thanks,

Frances Estrella

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e festrella@republicservices.com

o 612.464.2723

c 612.516.4833

w RepublicServices.com

[<s3-27d04156-f683-4c39-b067-d139fe92ee0c-image001.jpg>](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Monday, October 28, 2024 12:13 PM

To: Estrella, Frances <FEstrella@republicservices.com>

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: FW: FW: Billing Question - 652 Iglehart Ave- Republic

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Frances,

Please see response from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Jillian Barden (Public Works Garbage) <garbage@ci.stpaul.mn.us>
Sent: Monday, October 28, 2024 12:12 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: Billing Question - 652 Iglehart Ave- Republic

Why does PO's invoice say the total amount due is \$530? You cannot backbill, and you also sent Q3 in for certification. This is very confusing for residents to see

Can we waive late fees for PO since he did make a payment (but they both applied to the same property and not each property.. not intentional)?

On Fri, October 25 at 15:52, Consortium wrote:

Please see attached from Republic.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Friday, October 25, 2024 8:44 AM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: Billing Question - 652 Iglehart Ave- Republic

Please see attached.

Thanks,

Frances Estrella

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e festrella@republicservices.com

o 612.464.2723

c 612.516.4833

w RepublicServices.com

[<s3-27d04156-f683-4c39-b067-d139fe92ee0c-image001.jpg>](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Thursday, October 24, 2024 4:50 PM

To: Estrella, Frances <FEstrella@republicservices.com>

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>

Subject: FW: Billing Question - 652 Iglehart Ave- Republic

This Message Is From an External Sender

Report Suspicious

This message came from outside your organization.

Frances,

Please see request from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Jillian Barden (Public Works Garbage) <garbage@ci.stpaul.mn.us>

Sent: Thursday, October 24, 2024 2:20 PM

To: Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: Billing Question - 652 Iglehart Ave- Republic

Can you please provide me with Q3 and Q4 invoices for 652 Iglehart and 659 Iglehart?

PO made 2 payments on 659 Iglehart instead of 1 payment on each property. He is now disputing late fees because he did send payment, but had overlooked the fact he didn't toggle between the two addresses while making the payment.

Can you waive late fees on this account?

On Wed, October 23 at 14:25, City of Saint Paul garbage@ci.stpaul.mn.us wrote:

PO made 2 payments on 659 Iglehart instead of 1 payment on each property. He is now disputing late fees because he did send payment, but had overlooked the fact he didn't toggle between the two addresses while making the payment.

Can you waive late fees on this account?

On Sun, October 13 at 14:59, City of Saint Paul garbage@ci.stpaul.mn.us wrote:

Hi Greg,

We've received an inquiry for 652 Iglehart Ave, Saint Paul, Minnesota, 55104. Please forward to Republic Services for their input.

Caller Name: Danial Walsh

Property Address: 652 Iglehart Ave, Saint Paul, Minnesota, 55104

Phone: +16127992242

Email: dj4892144@gmail.com

Hauler: Republic Services

Date of Missed Collection (if applicable):

Did the Customer Contact the Hauler before the City? -

Ticket Comments:

PO is confused about bills.

Seems like they had a Q3 delinquent bill sent to the City for assessment. And it seems they were one of the properties with Past Due Adjustment that shouldn't have been on the most recent invoice.

Can you please confirm their Q3 - Q4 bills and payments?

Rental Property at 652 Iglehart - Hauler: Republic

Invoice date 10/5 (October - December) _ **659 Iglehart** _

- Previous balance: 246.88
- Adjustments: -493.76
- Current Charge: 246.88
- Total Due: 0.00

Invoice date 10/5 (October - December) _ **652 Iglehart** _

- Past Due: 246.88
- Adjustments: 37.02
- Current Charge: 246.88
- Total Due: 530.78

Includes 3 late charges, payment due date (October 25), amount due (246.88)

Notice of Non Payment 10/5, original due date of July 31 - _ **652 Iglehart** _

- Amount due: \$283.90

PO made 2 payments on 659 Iglehart instead of 1 payment on each property. He is now refusing to pay because he did send payment, but had overlooked the fact he didn't toggle between the two addresses while making the payment. He is also disputing late fees.

I believe PO is caught up in the Republic billing errors, and he will receive a new bill in a few days, but cannot confirm. I would email hauler, but this is out of my jurisdiction until January

PO has Q3 2024 assessment for 652 Iglehart, \$283.90 which is on the Delinquent Accounts List (not yet sent to Assessments).

This resident came down to our office to dispute the late charges based upon the Periodic Notice of Non-Payment. He went to Public Works first and they said no you have to speak with some one in Office of Financial Services. He was very angry since our office is closed to the Public on Fridays so to calm him I said email me the paperwork and I will take care of the issue.

This parcel is his rental property at 652 Iglehart Ave.

From what I can tell and understand –

He received a Garbage Invoice from Republic Invoice date 10/5/2024 that shows a Previous Balance \$246.88/Payments/Adjustment -\$493.76/Current Invoice Charge \$246.88 then it states Total Amount Due \$0.00 this Invoice is for October to December 2024.

He receives another Republic Invoice date 10/5/2024 Past Due on 10/5/2024 \$246.88/Payment/Adjustments \$37.02/ Current Invoice Charges \$246.88 then it states Total Due \$530.78. The Invoice indicated 3 late charges on the Invoice (which I can only assume is for July -Sept) and then it says Current Invoice Charges, Due by October 25, 2024 \$246.88 (which I can only assume is for Oct-Dec). So why does this Invoice indicate that he owes \$530.78 which is for the previous billing cycle July to September 2024 \$283.90 and for the current billing cycle October to December 2024 \$246.88.

He then receives a Periodic Notice of Non-Payment on 10/5/2024, for Original Due Date of 7/31/2024, New Amount Due \$283.90.

Which now brings us to an email that Republic sent Dan Walsh on 7/23/2024 which states Thank you for your payment of \$246.88. Then on 8/16/2024 Daniel sent an email to Republic and PW Garbage stating he is not paying \$259.22 with a screen shot showing two 7/23/2024 payments of \$246.88.

At this point I told him our office would take care of correspondence with Public Works. Can we contact Republic and see what is going on with his account. No Late payments should have been added to the Previous balance for he made payment on 7/23/2024. Also it indicated that they received 2 payments of 246.88 so shouldn't he have had a credit towards his Oct to Dec billing cycle?

From: Dn MN **Sent:** Friday, October 11, 2024 10:26 AM **To:** Tanya Panzer **Subject:** Re: 659 Iglehart Ave

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

I expect the 3 late fees to be waived and will be paying the normal amount this month, as I have since the inception of this process, so it is for Republic to adjust their own systems based upon notice of the mistake that was given and they were unable to remedy.

Thanks

On Fri, Oct 11, 2024 at 9:56 AM Tanya Panzer wrote:

>
>
>
>
> **Tanya J Panzer**
>
> **** ****
>
> Office of Financial Services
>
> 15 W Kellogg Blvd, 700 City Hall

>
> Saint Paul, MN 55102
>
> M: (651) 266-8858 Option 1
>
> www.StPaul.gov/assessments
>
>
>
>

Thank you,

Lydia

City of Saint Paul

Public Works - Solid Waste

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage