

Clare Pillsbury

From: grevering.sph@gmail.com
Sent: Tuesday, April 18, 2023 4:08 PM
To: Support (Zendesk)
Cc: Clare Pillsbury
Subject: FW: 2234 Margaret St, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December))
- Assessment Inquiry

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

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: Tuesday, April 18, 2023 3:42 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: 2234 Margaret St, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

Q4 2022:

- Billing: \$213.62
- Payment: \$213.62 on 10/18
- Size: 90/90

Q1 2023:

- Billing: \$232.74 + 2.70 (late fee) = \$235.44
- Payment: \$178.61 on 1/28 + \$53.93 on 2/13 = \$232.54
- Size: 30/60
- Note: Customer got credit on the next invoice Q2 2023 for the difference in the change in service size

Please remove the certification of \$2.70 as a courtesy. Thanks

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd
Inver Grove Heights

e festrella@republicservices.com
o 651.286.4588
w RepublicServices.com



Sustainability in Action

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 17, 2023 4:52 PM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: 2234 Margaret St, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Frances,
Please see the information and request from Clare.

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, April 17, 2023 3:30 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 2234 Margaret St, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 2234 Margaret St, Saint Paul, Minnesota, 55119. Please forward to Republic Services for their input.

Ticket ID#: 22569
Ticket Requester: Laura Urtel
Ticket Requester Email: (if available)
Ticket Request Phone Number: (if available) +16122263076
Property ID #: 352922110072
Property Address: 2234 Margaret St, Saint Paul, Minnesota, 55119
Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$2.70

Hauler: Republic Services

Ticket Comments: Property owner stated that they contacted Republic Services about the assessed late fee and the CSR that they spoke with stated that it may have been a mistake. **Please confirm whether the late fee was a mistake and provide the following information for Q4 2022 - Q1 2023:**

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>