

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@publicservices.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@publicservices.com>

Cc: Mathiasen, Beverly <BMathiasen@publicservices.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.

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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>