211 Stevens St W - Service Hold Inquiry

Email side conversation - #1464275 211 Stevens St W-billing adjustment

Created at	Author	Status
November 5, 2025 at 10:36	Jillian Barden	Open

Participants
Jillian Barden, Consortium, Festrella

Jillian Barden via Support November 5, 2025 at 10:36
To: Festrella, Consortium

Hello

PO states there should have been a service hold placed in January. States there was a frozen pipe burst, and is disputing Q2 charges

1. Do you have record of PO calling in Jan to cancel service or place hold?
2. Did you pick up any carts (and how many)?
3. Did you invoice PO for Q1, and he paid it?

Any other info you can provide would be great.

Address: 211 Stevens St W
PID: 072822130048
Name: Jose Burga Malqua
Phone: +16518081783

Thank You

Jillian

Festrella via email November 5, 2025 at 11:22
To: Jillian Barden, Consortium

Question…

Q2 of what year?

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

This Message Is From an Untrusted Sender

You have not previously corresponded with this sender.

Report Suspicious

Jillian Barden via Support November 6, 2025 at 10:01
To: Festrella, Consortium

They are disputing Q2 2025. but they state they called in a hold/cancelled back in January 2025

Festrella via email November 6, 2025 at 10:11
To: Jillian Barden, Consortium

Hello,

Q2 was billed by the city and I don’t show any vacation hold on the account.

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: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Thursday, November 6, 2025 10:02 AM
To: Estrella, Frances <FEstrella@republicservices.com>; Consortium <grevering.sph@gmail.com>
Subject: RE: 211 Stevens St W - Service Hold Inquiry

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Report Suspicious

They are disputing Q2 2025. but they state they called in a hold/cancelled back in January 2025

On Wed, November 5 at 11:22, Festrella wrote:

> Question…
>
> Q2 of what year?
>
> Thanks,

Frances Estrella

Municipal Administrator

10729 Town Square Dr NE Ste 180

Blaine, MN 55449

e festrella@republicservices.com

o 612.464.2723

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w RepublicServices.com

REPUBLIC SERVICES

Sustainability in Action

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, November 5, 2025 10:36 AM
To: Estrella, Frances <FEstrella@republicservices.com>; Consortium <grevering.sph@gmail.com>
Subject: 211 Stevens St W - Service Hold Inquiry

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Name: Jose Burga Malqua

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Thank You

Jillian