

Clare Pillsbury

From: grevering.sph@gmail.com
Sent: Thursday, March 23, 2023 2:57 PM
To: Support (Zendesk)
Cc: Clare Pillsbury
Subject: FW: FW: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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: Thursday, March 23, 2023 12:41 PM
To: grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: RE: FW: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello.

Q4 2021:

- Billing: \$69.01 – \$25.05(CSR gave courtesy credit for multiple calls in) + 3.45 (Late fee) - \$34.51 (vacation hold credit) = \$12.90
- Size: 32gal
- Payment: \$0.00
- Contact:
 - o 11/12/2021: Called for a vacation hold 11/1/2021 – 5/16/2022

Q1 2022:

- Billing: \$0.00
- Size: 32gal
- Payment: \$0.00
- Contract: Nothing

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: Thursday, March 23, 2023 11:28 AM
To: Estrella, Frances <FEstrella@republicservices.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>
Subject: FW: FW: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (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 request from Sarah.

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: Thursday, March 23, 2023 11:16 AM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello Frances. The property owner also wanted me to look into a service hold that they had submitted in November 2021. **Did Republic Services received a request for a service hold from the property owner then and was it applied? Please also provide the following information for Q4 2021 - Q2 2022:**

- Any service holds/vacancies applied to the account (and dates)
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you!

Clare Pillsbury

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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>

On Fri, March 17 at 13:54, 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: Friday, March 17, 2023 1:48 PM

To: grevering.sph@gmail.com

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

Subject: RE: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Good afternoon,

Q4 2022:

- Billing: \$59.30 + \$8.91 (late fees) = \$68.21
- Payment: \$0.00
- Size: 32gal
- Contact:
 - 10/27/2022: Called to put account on a vacation hold effective 11/1/2022 – 5/1/2023.

Please adjust the assessment from \$68.21 to \$19.77 + \$2.94 Late fees = \$22.71

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: Friday, March 17, 2023 1:38 PM

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

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

Subject: FW: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (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: Friday, March 17, 2023 1:22 PM

To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: 2208 Princeton Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 2208 Princeton Ave, Saint Paul, Minnesota, 55105. Please forward to Republic Services for their input.

Ticket ID#: 21001

Ticket Requester: Miriam Simons

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16516994945

Property ID #: 052823430048

Property Address: 2208 Princeton Ave, Saint Paul, Minnesota, 55105

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$68.21

Hauler: Republic Services

Ticket Comments: Property owner stated that they filed a temp service hold 10/27/2022 (case # 157751213).

Please confirm whether the service hold was recieved and provide the following information:

- Any UDRF's or service holds applied to the account
- 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>