

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, October 7, 2021 3:10 PM
To: Haas, Sarah (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see update from Kim.

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

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Thursday, October 7, 2021 2:33 PM
To: 'Greg Revering' <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: RE: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

We entered a refund for the old owner so once that was done it went on the tax roll.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
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From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, October 7, 2021 12:13 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see questions from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Haas, Sarah (CI-StPaul)" <Sarah.Haas@ci.stpaul.mn.us>
Date: October 7, 2021 at 12:10:01 PM CDT
To: "Pillsbury, Clare (CI-StPaul)" <Clare.Pillsbury@ci.stpaul.mn.us>, grevering.sph@gmail.com
Cc: "Young, Susan (CI-StPaul)" <Susan.Young@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Advanced

I have a few additional questions after reviewing this account.

1. Why was the property not noticed for unpaid bills for Quarter 1? The late fees for this quarter will be removed from the assessment and hauler payment.
2. Why is Advanced adding Quarter 1 unpaid bills to Quarter 2 assessments? The deadline for submitting Quarter 1 unpaid bills was April 5 and previous quarter delinquent accounts can not be added to future assessments. I'm inclined to remove this assessment and hauler payment as well.
3. Are there other accounts that Advanced has processed this way for assessments?

Sarah



Sarah Haas
Solid Waste Program Specialist
Pronouns: She/Her
Public Works, Citywide Garbage Program
P: 651-266-6216
sarah.haas@ci.stpaul.mn.us
www.StPaul.gov

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, October 7, 2021 10:54 AM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Kim. Why would Advanced combine the Q1 and Q2 assessment amount and send them together to be assessed?

Also, the invoice detail that you sent below is different from the first one you sent on 10/6/2021 and it shows that there were actually two payments made on the account. Why is that?



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program

Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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

Sent: Thursday, October 7, 2021 8:21 AM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Clare,

Please see update from Kim.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Thursday, October 7, 2021 6:57 AM

To: grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>

Cc: Koupal, Matthew <mkoupal@wm.com>

Subject: RE: FW: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Q1 and Q2 equal that amount.

Invoice Details			
Info	Trans. Date	Trans. Type	Des
0001-002	10/6/2020	Service	RES
0001-002	10/13/2020	Service	RES
0001-002	10/20/2020	Service	RES
0001-002	10/27/2020	Service	RES
0001-002	11/3/2020	Service	RES
0001-002	11/10/2020	Service	RES
0001-002	11/17/2020	Service	RES
0001-002	11/24/2020	Service	RES
0001-002	12/1/2020	Service	RES
0001-002	12/8/2020	Service	RES
0001-002	12/15/2020	Service	RES
0001-002	12/22/2020	Service	RES
0001-002	12/29/2020	Service	RES
0001-004	1/5/2021	Period	TR/
0001-999	1/5/2021	Tax	MNi
0001-999	1/5/2021	Tax	RR
	1/11/2021	Payment	KuE
	4/19/2021	Payment	KuE
	7/2/2021	Adjustment	ST I

Thank you

Kim Shannon | Operations Specialist/Scale Operator



309 Como Avenue | Saint Paul | MN 55103

T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com

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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Wednesday, October 6, 2021 4:30 PM

To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>

Cc: Koupal, Matthew <mkoupal@wm.com>

Subject: [EXTERNAL] FW: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,

Please see the information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, October 6, 2021 4:22 PM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Hello Kim,

If you look at the Invoice Details that you sent me, you will see that there is a line item on the bottom labeled "ST PAUL TAX ROLL" for \$116.38. That appears to be the amount that would have been sent to the city as an assessment. However, the actual amount that was sent to us to be assessed was \$217.58. Please explain the difference between these two amounts.

Thank you!



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

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800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 6, 2021 11:39 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Clare,
Please see update from Kim.

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

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Wednesday, October 6, 2021 11:35 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: RE: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

This is what I have for Q2, am I missing something?

Invoice Details			
Info	Trans. Date	Trans. Type	De
0001-004	1/5/2021	Service	RE
0001-004	1/12/2021	Service	RE
0001-004	1/19/2021	Service	RE
0001-004	1/26/2021	Service	RE
0001-004	2/2/2021	Service	RE
0001-004	2/9/2021	Service	RE
0001-004	2/16/2021	Service	RE
0001-004	2/23/2021	Service	RE
0001-004	3/2/2021	Service	RE
0001-004	3/9/2021	Service	RE
0001-004	3/16/2021	Service	RE
0001-004	3/23/2021	Service	RE
0001-004	3/30/2021	Service	RE
0001-004	4/5/2021	Period	TR
0001-999	4/5/2021	Tax	MR
0001-999	4/5/2021	Tax	RR
	4/30/2021	Adjustment	LA
	5/31/2021	Adjustment	LA
	6/30/2021	Adjustment	LA
	7/2/2021	Adjustment	ST

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 6, 2021 11:18 AM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see the information and request from Clare.

Greg Revering

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, October 6, 2021 10:31 AM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thanks Kim. One additional issue that I noticed with billing is that the total amount adjust to the Q2 2021 Saint Paul tax roll was \$116.38 (according to the payment history you provided below). Why is assessment for Q2 2021 so much greater than this amount? Please provide a full breakdown of the Q2 2021 assessed amount of \$217.58.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

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P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 6, 2021 8:54 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Clare,
Please see update from Kim.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Wednesday, October 6, 2021 7:11 AM

To: grevering.sph@gmail.com

Subject: RE: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

We were not able to so I cancelled her account and had her set up a new one.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com

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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Tuesday, October 5, 2021 3:36 PM

To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>

Cc: Koupal, Matthew <mkoupal@wm.com>

Subject: [EXTERNAL] FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,

Please see question from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Tuesday, October 5, 2021 3:35 PM

To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>

Subject: RE: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Kim. Were you able to find out what the issue was with the old account?



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program

Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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

Sent: Tuesday, October 5, 2021 3:32 PM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Clare,

Please see update from Kim.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Tuesday, October 5, 2021 2:23 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>

Cc: Koupal, Matthew <mkoupal@wm.com>

Subject: RE: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

I have reached out to Rebekah. I am working her through setting up a new account. We deleted the old one.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 4, 2021 3:23 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see request from Clare.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, October 4, 2021 2:52 PM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Kim. Please have someone call the property owner to walk them through accessing their account and making a payment. **Once this has been done, please confirm with us.**



**SAINT PAUL
MINNESOTA**

Clare Pillsbury
Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 4, 2021 8:11 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Clare,
Please see update from Kim.

Greg Revering

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

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Monday, October 4, 2021 7:03 AM
To: Greg Revering <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>; Koupal, Matthew <mkoupal@wm.com>
Subject: RE: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

There are no conversations recorded in May.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
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From: Greg Revering [<mailto:grevering.sph@gmail.com>]
Sent: Monday, September 27, 2021 1:52 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>; Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see additional question from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Pillsbury, Clare (CI-StPaul)" <Clare.Pillsbury@ci.stpaul.mn.us>
Date: September 27, 2021 at 2:38:14 PM EDT
To: Greg Revering <grevering.sph@gmail.com>
Cc: "Haas, Sarah (CI-StPaul)" <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Kim. Did the property owner call in May to make a payment attempt?



Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

From: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Sent: Thursday, September 23, 2021 12:38 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry



Sarah Haas

Solid Waste Program Specialist

Pronouns: She/Her

Public Works, Citywide Garbage Program

P: 651-266-6216

sarah.haas@ci.stpaul.mn.us

www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, September 23, 2021 12:23 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: FW: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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Sarah, please see update from Kim.

Greg Revering
Chief Manager

St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Thursday, September 23, 2021 12:04 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: RE: FW: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

I checked their account for payment and it is set up with no issues. They do not have it set for auto pay but the account is set up.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, September 23, 2021 10:11 AM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim please see ongoing auto pay billing set up & request from Claire.

Silly question is this a confusion due to the WM/ADS transition?

Thanks

Greg Revering

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, September 23, 2021 9:03 AM
To: Greg Revering <grevering.sph@gmail.com>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thanks Kim. It looks like the account number that the CSR gave the property owner when they called on 8/4/2021 did not work. Can you look into this? It appears as though the property owner has attempted to sign into their online account but just doesn't have the right information.

Also, are there any earlier records of contact with the property owner from January – August 2021? Specifically I want to confirm whether they did call in May to make a payment attempt.



Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, September 22, 2021 12:44 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
Please see response from Kim.

Sent from my iPhone

Begin forwarded message:

From: "Shannon, Kimberly" <kshannon@wm.com>
Date: September 22, 2021 at 12:13:34 PM EDT
To: Greg Revering <grevering.sph@gmail.com>, "Miron, Julie" <jmiron@wm.com>, "Koupal, Matthew" <mkoupal@wm.com>
Subject: RE: Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Mailing address,

	Cust.	Site	Serv.	Cust. Type	Name / Description
	1722			Res 1 unitRes 1 unit	ISAIAH & REBEKAH LEVRE
	1722	1		Res 1 unitRes 1 unit	CITY OF ST PAUL RESIDEN
	1722	1	3	Res 1 unitRes 1 unit	1 - 0.50 YD - RESIDENTIAL
	1722	1	4	Res 1 unitRes 1 unit	1 - 0.50 YD - RESIDENTIAL

Breakdown of invoice,

Invoice Details		
Info	Trans. Date	Trans. Type
0001-004	1/5/2021	Service
0001-004	1/12/2021	Service
0001-004	1/19/2021	Service
0001-004	1/26/2021	Service
0001-004	2/2/2021	Service
0001-004	2/9/2021	Service
0001-004	2/16/2021	Service
0001-004	2/23/2021	Service
0001-004	3/2/2021	Service
0001-004	3/9/2021	Service
0001-004	3/16/2021	Service
0001-004	3/23/2021	Service
0001-004	3/30/2021	Service
0001-004	4/5/2021	Period
0001-999	4/5/2021	Tax
0001-999	4/5/2021	Tax
	4/30/2021	Adjustment
	5/31/2021	Adjustment
	6/30/2021	Adjustment
	7/2/2021	Adjustment

Last payment on account,

Date	Invoice	Type
8/4/2021	0000122503	Payment - Kubra Automated

Conversation with property owner,

Modify Customer Issue - #62314

Customer: 1722 ISAAH & REBEKAH LEVREAU
 Site:
 Service:

Customer Issue Type: CUSTOMER SERVICE NOTES Urgency: FYI
 Contact: REBECCA Phone: (555) 555-5555
 Promise Date: Wed., August 4, 2021 Email:
 Subject: RE: ONLINE ACCT
 Details:

Call:
 Assign To: JUAREZ, FELICIA

Show System N

Created	Created By	Comment
8/4/2021 2:05:44 PM	JUAREZ, FELICIA	GAVE HER ACCT NUMBER INV NUMBE

GAVE HER ACCT NUMBER INV NUMBER AND SITE NYMBER TO START ONLINE ACCT
 FJ

Notes | Images | History

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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 T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
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From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, September 22, 2021 10:36 AM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>; Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] Fwd: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Pillsbury, Clare (CI-StPaul)"
<Clare.Pillsbury@ci.stpaul.mn.us>
Date: September 22, 2021 at 10:25:00 AM EDT
To: grevering.sph@gmail.com
Cc: "Swanson, Christopher (CI-StPaul)"
<Christopher.Swanson@ci.stpaul.mn.us>, "Haas, Sarah (CI-StPaul)" <Sarah.Haas@ci.stpaul.mn.us>
Subject: **FW: 1501 ELEANOR AVE - Quarter 2 (April - June) 2021 Assessment Inquiry**

Please forward to Advanced Disposal

Property Address & PID: 1501 ELEANOR AVE &
102823330118
Property Owner: Rebekah Levreau
Phone Number: 612-270-9531
Email: rebekahlevreau@gmail.com
Pending Assessment Amount: \$217.58
Quarter Pending Assessment if for: Quarter 2 (April - June) 2021 Delinquent Garbage Assessment

Summary of Issue: Property owner purchased property in January 2021. They have been trying to access their online account in order to set up billing. However, to get into their online account, they stated that they need to have the following three different numbers 1) account 2) site 3) invoice. They stated that they have never received any of these numbers from Advanced, despite calling them numerous times to get these numbers. Each time they have called, they stated that the CSR provided numbers that don't work to access their online account. In addition, they have not received an invoice since they purchased the property. They did try to pay their Q2 2021 invoice in May but it appears as though the payment was not taken out of their account. Therefore they feel as though they should have to pay late fees for an invoice that they never received. **Please explain why the property owner has not received the information needed to set up their online account and provide the following information from Q1 2021 – Q3 2021:**

- Name and mailing address on account

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

Thank You,



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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Recycling is a good thing. Please recycle any printed emails.