

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Thursday, August 25, 2022 5:24 PM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: FW: FW: FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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

Please see WM update.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <mpatch@wm.com>  
**Sent:** Thursday, August 25, 2022 5:06 PM  
**To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>  
**Subject:** RE: FW: FW: FW: FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

FYI – she can call the number on her invoice to make a payment or she can go online.

2<sup>nd</sup> Qtr 2022 – was billed for 4-32 gal trash carts, taxes and 3 late fees.

Note: on her account for 2<sup>nd</sup> Qtr – she never called back.

06/02/2022 09:15:43 BWILLI32

\*\*\* OK TO WAIVE LATE CHARGE

06/02/2022 09:16:40 ESBNOTES CAAG JWILLI35 LORRAINE CALLED ABOUT PAST DUE BAL AND WAIVING LATE CHARGE, HUNG UP BEFORE I COULD HELP

04/05/22	MISC TAX	INV T1A	19.76	19.76
04/05/22	MISC TAX	INV T1I	56.80	76.56
04/05/22		INV 06A	202.80	279.36
04/28/22	FIN CHRG	FIN LPR	13.96	293.32
05/27/22	FIN CHRG	FIN LPR	13.96	307.28
06/27/22	FIN CHRG	FIN LPR	13.96	321.24
07/05/22	ST PAUL BAL	PMT MSC	321.24	.00

3<sup>rd</sup> Qtr 2022- was billed for 4-32 gal trash carts, taxes and 1 late fee so far. Has not called during this time frame.

07/06/22	MISC TAX	INV T1A	19.76	19.76
07/06/22	MISC TAX	INV T1I	56.80	76.56
07/06/22		INV 06A	202.80	279.36

07/28/22 FIN CHRG	FIN LPR	13.96	293.32
Tot		293.32	

MP

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, August 25, 2022 3:57 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: FW: FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

Mary,  
Please see question from Clare.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Thursday, August 25, 2022 1:19 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: FW: FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

Did we ever get a response for this? If not, please respond by tomorrow at 2:00 PM.

Best,

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](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Thu, July 28 at 9:02, Consortium wrote:

Mary,

Please see request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

**Sent:** Thursday, July 28, 2022 8:56 AM

**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** Re: FW: FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Mary. Can you provide the other information that I asked for in the previous email for Q2 - Q3 2022?

- Itemized breakdown of invoice
- Payment history (including attempts)
- Contact with property owner

**Please also confirm whether the property owner did attempt to make multiple efforts to pay their Q2 2022 invoice.**

Best,

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](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Tue, July 19 at 11:45, Consortium wrote:

Please see WM update.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Tuesday, July 19, 2022 11:21 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

She had three months to mail us a check

Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 19, 2022 9:54 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>

**Subject:** [EXTERNAL] FW: 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

**Sent:** Tuesday, July 19, 2022 8:29 AM

**To:** Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>

**Subject:** 473 Howell St S, Saint Paul, MN 55116 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 473 Howell St S, Saint Paul, MN 55116. Please forward to Waste Management for their input.

**Ticket ID#:** 10474

**Ticket Requester:** Lorraine Fenner

**Ticket Requester Email:** (if available)

**Ticket Request Phone Number:** (if available)

**Property ID #:** 092823240212

**Property Address:** 473 Howell St S, Saint Paul, MN 55116

**Quarter Pending Assessment is for:** Quarter 2 (April - June)

**Billing year for Pending Assessment:** 2022

**Pending Assessment Amount:** \$321.24

**Hauler:** Waste Management

**Ticket Comments:**

Property owner stated that they have made multiple efforts with WM to try to get their Q2 2022 bill paid. They tried to pay her bill on line and the system was down. She then called the customer service line to try to pay bill and they were supposed to call her back within 24 hours but no one called back. Now the bill is an assessment and she doesn't feel she should have to pay the late fees. **Please provide the following information for Q2 - Q3 2022:**

- Itemized breakdown of invoice
- Payment history (including attempts)
- Contact with property owner

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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](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

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