

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Friday, February 18, 2022 10:32 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: Fwd: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see update from Advanced.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Friday, February 18, 2022 8:57 AM
To: Greg Revering <grevering.sph@gmail.com>
Subject: RE: Fwd: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Now I think I have been looking at the wrong account. I do not show any assessments. We do not have 1625 Marshall Ave set up but we have multi-unit set up at 1621 Marshall Ave in Grand Investments name and that is the account I have been looking at.

Thank you

Kim Shannon | Operations Specialist



309 Como Avenue | Saint Paul | MN 55103

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

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From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, February 17, 2022 10:01 PM
To: Shannon, Kimberly <kshannon@wm.com>
Subject: [EXTERNAL] Fwd: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Kim,
Please see city request.

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: February 17, 2022 at 4:35:35 PM CST
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>, Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: FW: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Have we received a response for this yet? **If not, please respond by tomorrow at 4:00 PM so we can get this issue resolved.**

Clare Pillsbury

--

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 Mon, February 14 at 16:40, Clare Pillsbury wrote:

Thank you Kim. That breakdown was really helpful! What confuses me though is that you stated that there was not a Q4 2021 invoice because there was a credit account due to the vacancy. Why was there an assessment sent to the city for Q4 2021 for \$94.84 if that was the case?

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 Mon, February 14 at 9:33, Consortium wrote:

Please see update from Advanced.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Monday, February 14, 2022 7:09 AM

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

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

Subject: RE: FW: FW: FW: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Q4 credit as follows,

7/23/21-9/30/21

Trash \$161.21

MN Taxes \$15.72

Ramsey Taxes \$45.14

Total credit/refund \$222.07

There was not a Q4 invoice because there was a credit on the account due to the vacancy.

The refund was given on 12/14/21.

There are no pending invoices. Account is still on vacant hold.

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: Friday, February 11, 2022 3:27 PM

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

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

Subject: [EXTERNAL] FW: FW: FW: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - 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: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Friday, February 11, 2022 2:12 PM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Kim. Please respond to the following requests:

1. Please provide an itemized breakdown of the total credited amount of \$222.07 as requested. This should include the charges (service level and time period) that are being credited
2. Please explain why the credited amount of \$222.07 was not applied to the Q4 2021 invoice if it was added to the account on 12/14/2021
3. Please explain why the service hold did not appear go into effect when it was received. Also, please confirm that it did go into effect as Q1 2022 and there is no pending invoice for this quarter.

Please respond by Monday, February 14 at 4:00 PM so we can get this resolved.

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
<https://www.stpaul.gov/garbage>

On Thu, February 10 at 13:11, Consortium wrote:

Please see update from Advanced.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Thursday, February 10, 2022 12:57 PM
To: grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: RE: FW: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Yes Clare you are correct.

Thank you

Kim Shannon | Operations Specialist



309 Como Avenue | Saint Paul | MN 55103

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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, February 10, 2022 11:47 AM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Kim,

Please see question 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: Thursday, February 10, 2022 11:34 AM

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

Subject: Re: FW: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Kim. **Can you explain what the credit of \$222.07 was for?** I am assuming that it is for the time period of 7/22 - 12/31 during which service had been halted at the property.

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 Wed, February 9 at 13:04, Consortium wrote:

Please see update from Advanced.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Wednesday, February 9, 2022 1:00 PM
To: grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>
Cc: Patch, Mary <mpatch@wm.com>
Subject: RE: FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

The service has been on hold since 7/22/21.

They actually received a refund in the amount of \$222.07 on 12/14/21.

It looks like we did not remove the containers which I have entered a work order to do so.

Service level 2-65gallon trash and 1-95gallon trash.

No contact recorded.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, February 7, 2022 3:13 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - 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: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Monday, February 7, 2022 2:15 PM

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

Subject: 1625 Marshall Ave, Saint Paul, Minnesota, 55104 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1625 Marshall Ave, Saint Paul, Minnesota, 55104. Please forward to Advanced Disposal for their input.

Ticket Requester: Grand Investments LLC

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) 19524842776

Property ID #: 332923440123

Property Address: 1625 Marshall Ave, Saint Paul, Minnesota, 55104

Quarter Pending Assessment is for: Quarter 3 (July - September) & Quarter 4 (October - December)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$101.20 & \$94.84

Hauler: Advanced Disposal

Ticket Comments: Property owner stated that there were multiple houses at this location which were all vacant (property is being rezoned). Therefore they called Advanced Disposal to cancel service and pick up the garbage bins, which did not happen. **Please confirm whether service was cancelled at this property and provide the following information for Q3 - Q4 2021:**

- Any updates made to the account
- Service Level (number and sizes of carts)
- 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>

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