

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, February 1, 2022 10:57 AM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: FW: FW: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

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

Please see update from WM.

*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:** Tuesday, February 1, 2022 10:18 AM  
**To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>  
**Subject:** RE: FW: FW: FW: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

I assume she had one sent to her in some way – I would have no idea for sure.  
See my notes from 3<sup>rd</sup> Qtr 2021 Billing on old account - it states REF for Refund.

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, February 1, 2022 9:49 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: FW: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - 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:** Tuesday, February 1, 2022 9:43 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: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Mary. It looks like Rebecca was told by the CSR on 8/12/2021 that they would be emailed a copy of the service hold. Was this ever done?

Also you said that there was a credit left on the old account. Is it still on the account or was it mailed as a refund?

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, February 1 at 9:04, Consortium wrote:

Please see update from WM.

**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, February 1, 2022 8:58 AM

**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** RE: FW: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

I am a little confused with this one here are the notes on the original account we had set up for this address in Oct 2018 – under the name of Badri N Johnson and in whose name is listed on the Ramsey County Property Tax Website.

First contact with WM - nothing from July. Note how many times they talked about the service hold form and the promise that Rebecca made that she would send it in.

08/12/2021 08:34:10 KGWIN1

REBECCA LEE CALLED FR VACANCY HOLD SENT EMAIL TO HAVE MAILED OUT TO HER

AND ALSO REFFRD TO SAINT PAUL WEB

08/19/2021 13:37:57 NBANSAH

REBECCA LEE CI STATES HER MOTHER PASSED AWAY FEB 20 2015 AND SHE

TOOK OVER THE PROPERTERY IN JAN 1ST 2018 BUT THE ACCOUNT WAS NEVER

SWITCHED INTO HER NAME HOME IS CURRENTLY VACANT CREATING AN ACCOUNT

IN REBECCA'S NAME AND SHE WILL SUBMIT FORM FOR VACATION DUE TO VACANTCY

This is the new account that was set up after the CE agent decided to cancel the original account as of 8.14.21 – because she wanted a new account in her name.

08/19/2021 13:49:09 NBANSAH - again it states that Rebecca would send in the service hold form.

REBECCA CI TO PUT HER ACCOUNT ON HOLD AND SWITCHED OUT OF HER MOTHERS

NAME STATES HER MOTHER PAST AWAY IN 2015 SWITCHED ACCOUNT TO THE ACCT

AND CUST WILL FILL OUT THE VACATION FORM AND SEND IT BACK TO HAVE

THE ACCOUNT PUT ON HOLD

She has never turned in any form to WM.

I got this request from the city to put this account on service hold as of 1.25.22- which did.

Since she never filled out any paperwork despite all of her promises – this should be the correct hold date.

01/25/2022 13:08:17 MPATCH

REC'D SERVICE HOLD NOTICE FROM THE CITY OF ST PAUL TO START HOLD AS  
OF 1.25.22 - NOT SURE WHY - TRY AND REMOVE CART

4<sup>th</sup> Qtr Billing 2021 – 96 gal trash service, taxes and 3 finance charges plus a proration on a 96 gal trash cart from 8.15.21 to 9.30.21 – this is why the invoice is larger than her 3<sup>rd</sup> quarter billing.

|          |             |         |        |        |
|----------|-------------|---------|--------|--------|
| 10/05/21 | MISC TAX    | INV T1A | 10.82  | 10.82  |
| 10/05/21 | MISC TAX    | INV T1I | 31.08  | 41.90  |
| 10/05/21 |             | INV 06A | 73.47  | 115.37 |
| 10/05/21 |             | INV 06P | 37.53  | 152.90 |
| 10/27/21 | FIN CHRG    | FIN LPR | 7.64   | 160.54 |
| 11/29/21 | FIN CHRG    | FIN LPR | 7.64   | 168.18 |
| 12/28/21 | FIN CHRG    | FIN LPR | 7.64   | 175.82 |
| 01/06/22 | ST PAUL BAL | PMT MSC | 175.82 | .00    |

On old account

3<sup>rd</sup> Qtr 2021 Billing - 96 gal trash cart, taxes and extra bag. Plus cancelation proration from 8.14.21 to 9.30.21 and the refund that was issued to her.

Don't ask me why the credit wasn't applied to the new account – maybe because she kept saying she was sending in the service hold paperwork.

|          |          |         |       |        |
|----------|----------|---------|-------|--------|
| 07/06/21 | MISC TAX | INV T1A | 7.45  | 7.45   |
| 07/06/21 | MISC TAX | INV T1I | 21.41 | 28.86  |
| 07/06/21 |          | INV 06A | 73.47 | 102.33 |

|                   |         |       |        |        |
|-------------------|---------|-------|--------|--------|
| 07/06/21          | INV 06X | 3.00  | 105.33 |        |
| 07/23/21 7962     | PMT SLB |       | 105.33 | .00    |
| 10/05/21 MISC TAX | INV T1A |       | 3.74   | 3.74-  |
| 10/05/21 MISC TAX | INV T1I |       | 10.73  | 14.47- |
| 10/05/21          | INV 06P |       | 38.33  | 52.80- |
| 10/11/21 REFUND   | ADJ REF | 52.80 |        | .00    |

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:** Monday, January 31, 2022 10:27 AM

**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>

**Subject:** [EXTERNAL] FW: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - 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:** Monday, January 31, 2022 10:25 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:** Re: 765 Cortland Pl, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

Have we received a response on this yet? If not, please send one by tomorrow at 10:00 AM.

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, January 25 at 16:15, Clare Pillsbury wrote:

Hello,

We've received an Assessment Inquiry for 765 Cortland Pl, Saint Paul, Minnesota, 55117. Please forward to Waste Management for their input.

**Ticket Requester:** Rebecca Lee

**Ticket Requester Email: (if available)** [plesha610@gmail.com](mailto:plesha610@gmail.com)

**Ticket Request Phone Number: (if available)** 16124431290

**Property ID #:** 302922340035

**Property Address:** 765 Cortland Pl, Saint Paul, Minnesota, 55117

**Quarter Pending Assessment is for:** Quarter 3 (July - September)

**Billing year for Pending Assessment:** 2021

**Pending Assessment Amount:** \$175.82

**Hauler:** Waste Management

**Ticket Comments:** Property owner stated that they phoned WM on 07-31-2021 to request a service hold be put into effect at 765 Cortland Pl. The WM CSR told her verbally she would put the property "on hold" and that it would go into effect within 30 days, which would have been the end of August. The CS Rep also told Lee to "call back" when she wanted to resume service at the address. At the time, the CS Rep did not request Lee to fill out a UDRF or temporary service hold, which is required by both the City and the haulers. The property owner wants to know why they have received an assessment for Q4 2021. They also want to know why their invoice for Q4 2021 is so much more than their invoice for Q3 2021. **Please confirm whether a service hold was put into place at the property and provide the following information for Q3 2021 - Q1 2022:**

- Dates of any service holds/vacancies on the property
- Service Level (size and number of carts)
- 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](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>