

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Friday, July 1, 2022 10:08 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry
Attachments: RE: [EXTERNAL] Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry; RE: [EXTERNAL] FW: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry; RE: [EXTERNAL] FW: 1609 Sherburne WM Account Set up
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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, July 1, 2022 3:48 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Attached are some e-mails that I found - I know customer service had tried connecting with him and they have had to leave a message.

If he can't call us back – what are we supposed to do

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, July 1, 2022 3:14 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see 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, July 1, 2022 2:38 PM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Have we received a response on this inquiry yet? **If not, please respond by Tuesday July 5 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
<https://www.stpaul.gov/garbage>

On Tue, June 28 at 10:43, Clare Pillsbury wrote:

Thank you Mary. I will let Cole, the current property owner know that you did try to contact them. **Please confirm the name and mailing address on the account and try contacting the property owner again to confirm the information on the account.**

I also still need the following information for Q1 - Q2 2022:

- Any temporary service holds or vacancies applied to the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Please respond by Thursday at 12:00 PM with all the requested information. 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 Mon, June 27 at 8:48, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Saturday, June 25, 2022 6:44 PM
To: 'Greg Revering' <grevering.sph@gmail.com>
Subject: RE: Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Well now I'm confused – see the notes on this account

So the city is going to have to tell WM what is right or wrong.

03/29/2022 09:44:14 MPATCH

GOT AN E-MAIL FROM THE CITY STATING THAT COLE HANSON TOOK OWNERSHIP
OF THIS PROPERTY AS OF 3.7.22 - BUT ALL HE PROVIDED TO THEM WAS AN

E-MAIL ADDRESS - SINCE WE ARE BILLING NEXT WEEK AND THE OLD OWNER
NEVER PAID THIS FINAL BILL - I JUST PUT THE ACCOUNT IN HIS NAME SINCE
HE WILL END UP PAYING THE BALANCE ON HIS TAXES ANYWAYS

This was on an e-mail from Sarah Haas dated 4.12.22

WM

I contacted you on March 29th regarding a new resident account set-up, a call that came to us after the resident contacted WM and was told they needed to go through the City. This was incorrect information given by the CSR at WM. The resident then contacted their councilmember for assistance. In the ticket dated March 29th we asked that Mr. Cole be contacted to confirm and complete the account set-up process. I've included the ticket history below.

It is now April 12th and the resident has yet to be contacted by a WM CSR to complete the set-up of his account, despite the City sending multiple requests. He also has not received a Quarter 2 billing statement, though he did receive a final notice of non-payment for the previous quarter. Please contact Mr. Cole today, then confirm with the City that this has been completed.

Which we did here

04/07/2022 16:10:37 BMITCH10

CALLED COLE TO GIVE HIM ACCOUNT AND SERVICE INFORMATION. NO ANSWER. LEFT

MESSAGE

From: Greg Reverting <greverting.sph@gmail.com>

Sent: Tuesday, June 21, 2022 11:16 AM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] Fwd: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: June 21, 2022 at 10:49:07 AM CDT
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 1609 Sherburne Ave, Saint Paul, Minnesota, 55104. Please forward to Waste Management for their input.

Ticket ID#: 9287

Ticket Requester: Leanne Thom

Ticket Requester Email: (if available) rosescguy@msn.com

Ticket Request Phone Number: (if available) +16516441688

Property ID #: 332923140059

Property Address: 1609 Sherburne Ave, Saint Paul, Minnesota, 55104

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$74.94

Hauler: Waste Management

Ticket Comments: Former property owner stated that they spoke with Waste Management CSR today who stated that the property owner should not have been charged for this service period as they had a temporary

service hold in place. **Please confirm whether this is true or not and provide the following information for Q1 2022 - Q2 2022:**

- Any temporary service holds or vacancies applied to the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

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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>

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