

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, January 14, 2020 2:32 PM  
**To:** Pillsbury, Clare (CI-StPaul); Young, Susan (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: FW: FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

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

Clare,  
Please see information from Mary.

*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, January 14, 2020 2:03 PM  
**To:** grevering.sph@gmail.com  
**Subject:** RE: FW: FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

Yes, but I am actually giving the customer credit from 7.1.19.

3<sup>rd</sup> Qtr Assessment amount was \$110.48 – we are crediting off \$40.54 so the balance he would owe would be \$69.94.

4<sup>th</sup> Qtr Assessment amount was \$109.64 – we are crediting off \$40.45 so that balance he would owe would be \$69.19

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, January 14, 2020 1:26 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

Mary,  
Please see question below.

*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:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, January 14, 2020 1:24 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

Thank you Mary. Can you confirm when you received notice of the request to swap the medium to the small every other week cart and put in the ticket? Would it have been on 07/16/2019?



**Clare Pillsbury**  
*Management Assistant I*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102  
P: 651-266-8862  
F: 651-266-6222  
[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, January 14, 2020 12:39 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

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

Clare,  
Please see update from Mary.

*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, January 14, 2020 12:38 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

Sorry, this is definitely my fault – I put in a ticket to remove the 64 gal trash cart and deliver a 32 EOW container and then I never updated his account or gave him credit for the smaller size.

I will do that now and then I will let you know what I came up with for a credit.

Also I do not see anything on his account that he has asked for a service hold.

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, January 14, 2020 11:46 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: Address of property- (Q3) Assessment Error/Complaint Inquiry

Mary,  
Please see request below.

**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:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, January 14, 2020 10:03 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Young, Susan (CI-StPaul) <[Susan.Young@ci.stpaul.mn.us](mailto:Susan.Young@ci.stpaul.mn.us)>  
**Subject:** Address of property- (Q3) Assessment Error/Complaint Inquiry

Hello Greg. As Chris stated, I will be the line of communication for anything related to legislative hearings while he is out (although I will be cc'ing Chris Swanson and Susan Young on e-mails to keep them updated). Its good to be working with you! Please forward the following complaint/inquiry to Waste Management:

**Property Address & PID:** 559 MCKNIGHT RD S (PID: 112822410008)  
**Property Owner:** LEONARD N ANDERSON  
**Phone Number or Email:** 651-738-9696  
**Pending Assessment Amount:** \$96.08  
**Quarter Pending Assessment is For:** Garbage Service Medium Cart; Apr 1 - Jun 30 2019

**Summary of Issue:** Following up on this complaint, I have two questions:

- 1) It was reported that resident's medium cart was swapped to a small every other week on 07/16/2019. Can you please confirm this? If so, the assessment should be reduced from \$96.08 to \$60.83 to reflect the cart change.
- 2) Is there a service hold for this property on record with Waste Management? Please confirm.

Thank you Mary!

**Clare Pillsbury**  
**Management Assistant I**  
Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102  
**P:** 651-266-8862  
**F:** 651-266-6222



[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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