

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, April 1, 2021 1:42 PM
To: Swanson, Christopher (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 1247 Jessie St Q4 2020 Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, April 1, 2021 1:34 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1247 Jessie St Q4 2020 Assessment Inquiry

This is the one I was still working on.
This is a note I put on the account on Tuesday.

03/30/2021 17:19:56 MPATCH
JENNA PURCHASED THIS PROPERTY AS OF 6.1.20 - SHE TOLD THE CITY SHE
CALLED US THE FIRST WEEK OF JUNE 2020 BUT ALL I SEE IS A NOT STATING
SOMEONE CALLED ABOUT A PAST DUE AMT AND NO OTHER PHONE CALLS SINCE
THEN - BECAUSE THE BALANCES SINCE JUNE 2020 HAVE ALL GONE TO THE CITY
FOR CERTIFICATION - I JUST CHANGED THE NAME FROM MICHAEL LEACH
TO HER'S

This note was put on the account by the customer service rep back on 5.18.20 – no mention of setting up an account for them or anything.

05/18/2020 12:51:18 MAHO ADDED CODE P\$ PROMISE TO PAY
05/18/2020 12:53:26 MAHO
CCI FOR INFO REGARDING PAST DUE BALANCE3

So we billed 4 times since then and she first calls in now about her account – never called to see where an invoice was or anything like that.

We were not paid for 2nd Qtr 2020, 3rd Qtr 2020, 4th Qtr 2020, 1st Qtr 2021 – and probably not for 2nd Qtr 2021.

She claims she paid us for 1st Qtr 2021 – no record of that either – unless she paid the city/county. And yes she should be getting charged late fees.

She also states that she called us after getting the 4th Qtr 2020 – there is nothing on her account stating that – and when told the invoices were still going to the old owner – why didn't she make sure to get an account in her name at that time.

4th Qtr 2020 – 96 gal trash service plus tax and two late charges - since you aren't paying for the December late charge - total would be \$109.37

8672123	10/05/20	MISC TAX	INV T1A	7.04	7.04
8672123	10/05/20	MISC TAX	INV T1I	20.21	27.25
8672123	10/05/20		INV 06A	72.18	99.43
8672123	10/27/20	FIN CHRG	FIN LPR	4.97	104.40
8672123	11/30/20	FIN CHRG	FIN LPR	4.97	109.37
8672123	12/30/20	FIN CHRG	FIN LPR	4.97	114.34

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Thursday, April 1, 2021 12:07 PM

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

Subject: [EXTERNAL] FW: 1247 Jessie St Q4 2020 Assessment Inquiry

Mary,

Please see information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Thursday, April 1, 2021 11:41 AM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: 1247 Jessie St Q4 2020 Assessment Inquiry

Please forward to: Waste Management

Property Address & PID: 1247 Jessie St & 202922340132

Property Owner: Jenna Petersen

Phone Number or Email: 507-841-3868 or

Pending Assessment Amount: \$109.37

Quarter Pending Assessment is For: Q4 2020

Summary of Issue:

Property owner purchased this property at the end of May 2020 and states that she called Waste Management around the 1st week of June 2020 to notify them of the purchase. She called Waste Management again after receiving the Q4 2020 Assessment notice and was told by the Waste Management CSR that the bills were still going to the previous property owner. Please review this account to determine when the Property Owner called to update the account and

explain why the account information was not update. Please also provide the following information from Q2 2020 – Q4 2020

- Itemized Breakdown of Invoice
- Payment History
- Contact with property owner
- Account Information (Name and Mailing Address)

Thank you!



SAINT PAUL
MINNESOTA

Clare Pillsbury

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Saint Paul Public Works
Pronouns: she/her/hers
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