

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Monday, April 6, 2020 3:25 PM
To: Pillsbury, Clare (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: FW: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see Mary's update below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, April 6, 2020 3:18 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

None at all and as a matter of fact he has not contacted us for any reason since Oct 2018.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 6, 2020 3:09 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see question below.

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: Monday, April 6, 2020 2:05 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Thank you Mary. Are there any records of him refusing a cart at the beginning of the program?



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

The Most Livable
City in America



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 6, 2020 1:04 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: 335 ARBOR STREET - (Q4 2020) 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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, April 6, 2020 12:13 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Yes, from what I can tell he has been receiving service in Feb and March he had a couple of not outs but otherwise everything looks okay.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 6, 2020 11:36 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see clarifying question below.

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: Monday, April 6, 2020 11:18 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Thank you Mary. He did say since he had not been receiving service since the beginning of the program, which would be Q4 2018. From your answer, it looks like they have been receiving service. Is that correct?

I will tell him to call to switch out his cart.



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

The Most Livable
City in America



www.stpaul.gov/garbage

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, April 6, 2020 11:13 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 6, 2020 10:56 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

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

Chris,
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: Monday, April 6, 2020 10:34 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Hoekstra, Darrell <dhoekstr@wm.com>
Subject: RE: FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Should that really say no trash service since 4th Qtr 2018????
Or should it be 4th Qtr 2019???? Because I do show a few not outs in Feb and March 2020.

Could you please let Sean know – that he should be calling WM to change his service – since I can't guarantee we have anyone that can call him back.

I do know that customer service has been up and running since last Monday.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 6, 2020 9:43 AM
To: Patch, Mary <mpatch@wm.com>
Cc: Hoekstra, Darrell <dhoekstr@wm.com>
Subject: [EXTERNAL] FW: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Mary,
Please see billing concern below.

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: Monday, April 6, 2020 9:42 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 335 ARBOR STREET - (Q4 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 335 ARBOR STREET (PID: 112823110090)

Property Owner: Mcgrath, Sean M
Phone Number or Email: 612-360-0113
Pending Assessment Amount: \$80.28
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that he has not received garbage service since Q4 2018. He is currently assigned a 35 gallon cart with every week service. Please confirm whether property owner has been receiving service.

Property owner also stated that they would like to switch their current cart for a 35-gallon cart with every other week service. Please contact them to schedule a cart swap.

Thank you!



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

The Most Livable
City in America



www.stpaul.gov/garbage

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