

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, January 5, 2021 4:22 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 1205 Edgerton

**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>  
**Sent:** Tuesday, January 5, 2021 4:13 PM  
**To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>  
**Subject:** RE: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 1205 Edgerton

Yes the mailing address for both accounts has been updated to 1577 Marion St

Mary P

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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 5, 2021 4:04 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 1205 Edgerton

Mary,  
Please see clarification 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 5, 2021 4:02 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints 1205 Edgerton

Thank you Mary. Just to confirm, you will be updating the mailing address for both properties to 1577 Marion St, correct?

Thank you!



**SAINT PAUL**  
**MINNESOTA**

**Clare Pillsbury**

Management Assistant I

Saint Paul Public Works

Pronouns: she/her/hers

Saint Paul City Hall Annex

15 W. Kellogg Blvd.

Saint Paul, MN 55102

P: 612-266-8862

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

[www.StPaul.gov](http://www.StPaul.gov)

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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 5, 2021 3:27 PM

**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Subject:** FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 1205 Edgerton

**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 5, 2021 3:18 PM

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

**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints 1205 Edgerton

This is one of the e-mails I sent back last week for this guy

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**From:** Patch, Mary  
**Sent:** Monday, December 28, 2020 11:06 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Glendenning, Douglas <[dglenden@wm.com](mailto:dglenden@wm.com)>  
**Subject:** RE: [EXTERNAL] FW: Waste Management - St. Paul Customer Service / Operations Complaints

I believe the two accounts with missed service were taken care of last week.

As far as Thang Nguyen - I was waiting for a response from customer service since he had called in a bulk pick up on 12.17.20 for Marion St and there was no note on the account that he mentioned anything about not getting invoices. They pulled the calls - there were actually three made that day and on one of them he did mention the invoice issue (which is the only time that we received a call about updating the name and address on the account – but apparently the agent who took the call is so new she didn't know what to do and didn't even document anything.

I do want to point out that Thang's mailing address for his property tax statement in 2019 was the same mailing address as the person whose name we have on the account now - Bich Lien Nguyen (so I'm thinking they are related). The mailing address for 2020 is different than what is listed now – which is 1577 Marion St for both addresses.  
THANG NGOC NGUYEN 5225 DIVISION ST EDINA MN 55436-1412 (2019 Tax Statement)  
THANG NGOC NGUYEN 1032 6TH ST E SAINT PAUL MN 55106-4609 (2020 Tax Statement)

I will have someone call him and I will update the accounts

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, December 28, 2020 10:04 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>; Glendenning, Douglas <[dglenden@wm.com](mailto:dglenden@wm.com)>  
**Subject:** [EXTERNAL] FW: Waste Management - St. Paul Customer Service / Operations Complaints

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:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, December 28, 2020 9:35 AM  
**To:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>; [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Subject:** RE: Waste Management - St. Paul Customer Service / Operations Complaints

WM,

Where are we at with these complaints? Specially the issue around 1205 Edgerton? The P/O left the City a VM saying he has not heard back from them and we submitted the complaint 12/18.

Chris

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**From:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Sent:** Friday, December 18, 2020 3:35 PM  
**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)>; Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Subject:** FW: Waste Management - St. Paul Customer Service / Operations Complaints

Please forward to WM. These are the only complaints for the day. Have a good weekend.

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**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Sent:** Friday, December 18, 2020 3:32 PM  
**To:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** Waste Management - St. Paul Customer Service / Operations Complaints

Date	Property	Caller	Caller Contact	Issue Type
12/18/2020	1205 Edgerton Street	Thang Nguyen	952-222-8006	Billing Error/Issue (NOT Non-Payment); Notice of Non-Payment/Late Fees
12/18/2020	1577 Marion Street	Thang Nguyen	952-222-8006	Billing Error/Issue (NOT Non-Payment); Notice of Non-Payment/Late Fees
12/18/2020	808 Orange Avenue	Asia	612-267-5975	Missed Pick-Up
12/18/2020	between Clear Avenue & Ivy Avenue, Greenbrier Street to Payne Avenue	Anonymous	N/A	Missed Pick-Up



**SAINT PAUL**  
MINNESOTA

**Alisha Black**

*Office Assistant III*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

P: 651-266-5692

F: 651-266-6222

[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)

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