

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, December 1, 2020 12:21 PM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 1523 Portland Ave Q3 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: Tuesday, December 1, 2020 10:59 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1523 Portland Ave Q3 2020 Assessment Inquiry

We have no 1523 Portland Ave in our billing system but we do have 51 Saratoga St N under the name of David Faffler. I check Ramsey County and 1523 Portland Ave comes up under 51 Saratoga St N.

The old account was in the name of Irene Faffler and that account was canceled as of 2.8.20 and containers were not removed. It was not put on a vacation hold or anything – it was outright canceled.

I show we set up an account for David Faffler as of 5.3.20.

Now we don't normally just call someone out of the blue and ask if they need service – especially when we don't have a phone number for them.

His phone number is not the same as the previous owner and the phone number listed under the Ramsey County property tax website is different than the one he gave you.

I don't know who that mystery person was that called us on 4.29.20 – because like I said we would not have known who was living here or would we have had a phone number. The only thing I can think of - is that maybe the cart/carts were out and the driver tagged him and said he had to call customer service. But if he claims we called him there would be no way to trace that.

1st Note

04/29/2020 12:30:35 JHENDRI8

HAS ONE CONTAINER HERE NEEDS 2ND 64 GALLON CAN DELIVERED. ALSO TKT REM E
NTERED FOR 96 GALLON CAN. NEEDS THAT ONE REMOVED FROM PRIOR RESIDENT.

04/29/2020 12:31:48 JHENDRI8 CREATED REM TICKET 765836 FOR 04/29/2020

04/29/2020 12:31:50 JHENDRI8

SET UP NEW ACCOUNT.

2nd Note

08/13/2020 10:23:11 ETIDWELL

CCI STATES HE WOULD LIKE TO ACTIVATE HIS SERVICE. ADV ACCT ALREADY ACTIVE W. SERVICE FOR BOTH PROPERTIES AT LOCATION (1523 PORTLAND AVE) 2ND ADDRESS FOR THIS SITE. CUST STATES HE WILL NOT PAY FOR THE SERVICE. NO ONE HAS LIVED AT THE RESIDENCE. ADV HE NEEDS TO CONTACT CITY FOR VANCY APPROVAL

08/13/2020 10:23:59 ETIDWELL

ADV ALL BLANCES BILLED WILL STILL BE DUE. WILL EMAIL INV AS HE STATES HE NEVER RCVD ANYTHING

08/13/2020 10:24:59 ETIDWELL

UPDATED SERVICE AND BILLING EMAIL ADDRESSES

3rd Note

10/20/2020 12:12:28 SMATHEW4

DAVID 6512668800, CI RE: 1523 PORTLAND AVE 55104...UNABLE TO LOCATE, CX ASKED FOR SUPERVISOR..XFER TO ESC (DORELLE)

10/20/2020 12:22:40 DTHOMP21

DAVID CALLING ABOUT BILLING

More Notes

10/20/2020 12:24:22 DTHOMP21

ESC CALL ABOUT BILLING I ADV THAT THIS IS A DUPLEX AND WE BILLED FROM 5/ TO OCT AND THAT BILL WAS SENT TO THE CITY BECAUSE OF NON PMNT SO AT THIS TIME HE OWES THE CITY THAT AMOUNT

10/29/2020 16:41:53 MDICKER2 - This call was to pay his current 10.5.20 billing. DAVID CALLED REGARDING BILLING QUESTION, ADVISE CX CURRENT BALANCE AND \$8.00 HANDLING CHARGE TRANSFER CX TO AUTOMATED SYSTEM (which should not be quoted and I have addressed this issue in the past).

This is what he was billed as of 5.3.20

8612163	07/06/20	MISC TAX	INV T1A	21.72	21.72
8612163	07/06/20	MISC TAX	INV T1I	62.36	84.08
8612163	07/06/20		INV 06A	135.12	219.20
8612163	07/06/20		INV 06P	87.60	306.80
8612163	07/27/20	FIN CHRG	FIN LPR	15.34	322.14
8612163	08/26/20	FIN CHRG	FIN LPR	15.34	337.48
8612163	09/29/20	FIN CHRG	FIN LPR	15.34	352.82
8612163	10/05/20	ST PAUL BAL	PMT MSC	352.82	.00

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, December 1, 2020 9:47 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1523 Portland Ave Q3 2020 Assessment Inquiry

Mary,
Please see information and request 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: Tuesday, December 1, 2020 9:41 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1523 Portland Ave Q3 2020 Assessment Inquiry

Please forward to: Waste Management

Property Address & PID: 1523 Portland Ave & 032823230125
Property Owner: David Faffler
Phone Number or Email: 651-235-6874 or dfaffler28@gmail.com
Pending Assessment Amount: \$352.82
Quarter Pending Assessment is For: Q3 2020

Summary of Issue:

Property owner stated that they purchased the property on February 1, 2020. Due to repairs, the property was not occupied until September 2020. The previous owner had suspended trash pickup but current owner is unsure how long the request was for. However, the owner stated that he was called by Waste Management in July and asked if they could start up service. The property owner stated that they did not need service until September. However, they still received an invoice for Q3 2020. Please provide the following information for Q1 2020 – Q4 2020:

- Dates for Any Service Holds/Vacancies during that time period
- All contact history with the property owner during that time period
- Invoice and payment history during that time period

Thank you!



Clare Pillsbury

Management Assistant I

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Saint Paul, MN 55102

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Clare.Pillsbury@ci.stpaul.mn.us

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