

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, October 10, 2022 2:05 PM
To: Haas, Sarah (CI-StPaul)
Subject: RE: FW: FW: St Paul WM Q3

Please review and forward to WM:

Thank you Mary! I will remove one of the assessments. In regards to the prior balances that were sent to the city, we can try to remove Q1 & Q2 2022. Please provide a credit to the property owner's account for the following quarters:

Q3 2019: \$187.77
Q4 2019: \$109.09
Q1 2020: \$107.02
Q2 2020: \$107.02
Q3 2020: \$107.02
Q4 2020: \$107.02
Q1 2021: \$109.06
Q2 2021: \$109.06
Q3 2021: \$109.06
Q4 2021: \$109.06

Total Credits: 1,161.18

Best,



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 10, 2022 8:28 AM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: St Paul WM Q3

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

Sarah,
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: Saturday, October 8, 2022 8:00 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Keohen, Kevin <kkeohen@wm.com>
Subject: RE: FW: FW: St Paul WM Q3

1198 Burr St - another mess!!
Not sure why the city didn't pick up on this one before or WM for that matter.

2 different accounts for the same address – one that was set up as of 10.1.18 and should have been canceled as of 4.1.19 and wasn't – because he never called to cancel and apparently CE didn't see this when they set up the new account.

One that was set up as of 4-1-19 – current account

Each account has this on it for 3rd Qtr

64 gal trash cart, taxes and 3 finance charges.

07/06/22 MISC TAX	INV T1A	6.84	6.84
07/06/22 MISC TAX	INV T1I	19.63	26.47
07/06/22	INV 06A	70.11	96.58
07/28/22 FIN CHRG	FIN LPR	4.82	101.40
08/31/22 FIN CHRG	FIN LPR	4.82	106.22
09/30/22 FIN CHRG	FIN LPR	4.82	111.04

Now here is the issue - the first account had balances sent for 3rd Qtr 2019 of \$187.77 but \$48.00 of that plus tax actually belongs to the new owner.

\$109.07 for 4th Qtr 2019, \$107.02 for 1st Qtr 2020, \$107.02 for 2nd Qtr 2020, \$107.02 for 3rd Qtr 2020, \$107.02 for 4th Qtr 2020, \$109.06 for 1st Qtr 2021,

\$109.06 for 2nd Qtr 2021, \$109.06 for 3rd Qtr 2021, \$109.06 for 4th Qtr 2021, \$96.58 for 1st Qtr 2022, \$111.04 for 2nd Qtr 2022 and the \$111.04 for 3rd Qtr 2022.

How do you let this go and never call in to cancel your account?? What do I do about all of this

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, October 7, 2022 11:02 AM
To: Patch, Mary <mpatch@wm.com>

Cc: Keohen, Kevin <kkeohen@wm.com>
Subject: [EXTERNAL] FW: FW: St Paul WM Q3

Mary,
See additional request below.

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

763-295-2054

From: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Sent: Friday, October 7, 2022 10:44 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Fw: FW: St Paul WM Q3

See additional request below.

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, October 7, 2022 10:38 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: St Paul WM Q3

Thanks Sarah! I did notice a couple other issues with some of the WM accounts after scanning for duplicates. Can you review and send to WM?

PID	Address	Assessment Amount	Issue
222922440061	1720 HYACINTH AVE E	\$103.71; \$233.85	There are two assessments listed for this property. How many assessments are there for this property. Please explain who there are two assessments and provide an itemized breakdown of the assessment.
292922210035	1198 BURR ST	\$111.04; \$111.04	There are two assessments listed for this property. How many assessments are there for this property. Please explain who there are two assessments and provide an itemized breakdown of the assessment.
192922340028	75 MARYLAND AVE E	\$111.04; \$111.04; \$111.04	There are three assessments listed for this property. How many assessments are there for this property. Please explain who there are two assessments and provide an itemized breakdown of the assessment.
332922410019	1273 WILSON AVE	\$122.78; \$122.78	There are two assessments listed for this property. How many assessments are there for this property. Please explain who there are two assessments and provide an itemized breakdown of the assessment.

Thank you! Please provide a response by Monday October 10 at 12:00 PM. Feel free to reach out with any additional questions that you may have.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: [651-266-8862](tel:651-266-8862)
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Sent: Friday, October 7, 2022 9:32 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Fw: FW: St Paul WM Q3

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, October 7, 2022 9:21 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: FW: St Paul WM Q3

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

FYI

Greg Revering

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

[763-295-2054](tel:763-295-2054)

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, October 7, 2022 8:53 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Keohen, Kevin <kkeohen@wm.com>
Cc: Hoekstra, Darrell <dhoekstr@wm.com>
Subject: RE: FW: St Paul WM Q3

I'll take a look

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, October 7, 2022 8:52 AM

To: Patch, Mary <mpatch@wm.com>; Keohen, Kevin <kkeohen@wm.com>

Cc: Hoekstra, Darrell <dhoekstr@wm.com>

Subject: [EXTERNAL] FW: St Paul WM Q3

Mary,

Please see the information and request from Sarah.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

[763-295-2054](tel:763-295-2054)

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

Sent: Friday, October 7, 2022 7:33 AM

To: grevering.sph@gmail.com

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

Subject: Fw: St Paul WM Q3

The list looks good. We just had issues with processing a few properties. Please review the issue listed for each address below and either confirm that it has been addressed or provide the requested information.

PID	Address	Assessment Amount	Issue
272922130053	1565 CASE AVE	\$111.04	Property ID is inactive. Please update property ID to 272922130053
112822130011	310 BURLINGTON RD	\$116.05	Property not on citywide collection account list. Please update
032823320107	1528 LINCOLN AVE	\$122.78	Property ID is inactive. Please update property ID to 032823320107
252923240131	466 LAWSON AVE W	\$122.78	Property ID is inactive. Please update property ID to 252923240131
212922330146	935 MARYLAND AVE E	\$168.08	Property not on citywide collection account list. Please update
322922120080	699 PREBLE ST	\$170.32	Property not on citywide collection account list. It looks like t approved for occupancy in 5/31/2021 so I am assuming that our list is due to the fact that it recently became occupied. C someone called to set up service prior to or during Q3 2022
112823240214	896 PALACE AVE	\$332.46	Property not on citywide collection account list. It looks like t approved for occupancy in 5/02/2022 so I am assuming that our list is due to the fact that it recently became occupied. C someone called to set up service prior to or during Q3 2022
322922210177	713 BEDFORD ST	\$779.09	Amount seems too high for 1 unit property. Please provide i of the assessment
102823210209	1459 JEFFERSON AVE	\$822.25	Amount seems too high for 2 unit property. Please provide i of the assessment
032823320020	1471 GRAND AVE	\$999.54	Amount seems too high for 3 unit property. Please provide i of the assessment
112823230065	1003 RANDOLPH AVE	\$1,272.52	Amount seems too high for 1 unit property. Please provide i of the assessment

[102823240140](#) 1400 JULIET AVE

\$1,513.67

Amount seems too high for 1 unit property. **Please provide i
of the assessment**

Thank you! Please provide a response by Monday October 10 at 12:00 PM. Feel free to reach out with any additional questions that you may have.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program

Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: [651-266-8862](tel:651-266-8862)

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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

Sent: Thursday, October 6, 2022 2:26 PM

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

Subject: FW: St Paul WM Q3

Sarah Haas

Garbage Program Manager

She/Her/Hers

Public Works

25 4th St. West, Floor 800

Saint Paul, MN 55102

P:[651-266-6216](tel:651-266-6216)

sarah.haas@stpaul.gov

www.StPaul.gov



SAINT PAUL
MINNESOTA

From: Keohen, Kevin <kkeohen@wm.com>

Sent: Wednesday, October 5, 2022 2:54 PM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>; Pillsbury, Clare (CI-

StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: RE: St Paul WM Q3

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

Here is the correct file. Going forward we will have one file for WM and one invoice.

Thanks

Kevin

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

Sent: Wednesday, October 5, 2022 2:28 PM

To: Keohen, Kevin <kkeohen@wm.com>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: [EXTERNAL] RE: St Paul WM Q3

Kevin

I think you are missing some of the delinquent accounts to be assessed. The total submitted in the spreadsheet is less than the combined invoice amounts. I'd like to remind WM of the email I sent on 9/2 regarding invoices and delinquent accounts.

"When Greg, Rob, and I met regarding the merger of ADS and WM we said we'd continue considering them separate entities for two quarters. We are approaching that timeline. Starting with the October quarter, we are expecting to receive one invoice from WM, one delinquent account list, and one report form for hauler tonnage etc. The tonnage report is not as critical as the other items, but the separation of those other items is causing problems with our accounting department."

Please resubmit as one invoice and provide supporting documentation.

Sarah Haas

Garbage Program Manager

She/Her/Hers

Public Works

25 4th St. West, Floor 800

Saint Paul, MN 55102

P:[651-266-6216](tel:651-266-6216)

sarah.haas@stpaul.gov

www.StPaul.gov



**SAINT PAUL
MINNESOTA**

From: Keohen, Kevin <kkeohen@wm.com>

Sent: Wednesday, October 5, 2022 1:41 PM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>
Subject: RE: St Paul WM Q3

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

Here is the invoices and datafile file Q3.

I will send the letters sent for each month on separate e-mails.

Kevin

From: Keohen, Kevin
Sent: Wednesday, July 6, 2022 9:40 AM
To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us' <Susan.Young@ci.stpaul.mn.us>
Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>
Subject: RE: St Paul WM

From: Keohen, Kevin
Sent: Wednesday, July 6, 2022 9:39 AM
To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us' <Susan.Young@ci.stpaul.mn.us>
Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>
Subject: RE: St Paul WM

From: Keohen, Kevin
Sent: Wednesday, July 6, 2022 9:20 AM
To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us' <Susan.Young@ci.stpaul.mn.us>
Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>
Subject: RE: St Paul WM

From: Keohen, Kevin
Sent: Wednesday, July 6, 2022 9:17 AM
To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us' <Susan.Young@ci.stpaul.mn.us>
Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>
Subject: RE: St Paul WM

From: Keohen, Kevin
Sent: Wednesday, July 6, 2022 9:13 AM
To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us'

<Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>

Subject: RE: St Paul WM

From: Keohen, Kevin

Sent: Wednesday, July 6, 2022 9:11 AM

To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us'

<Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>

Subject: RE: St Paul WM

From: Keohen, Kevin

Sent: Wednesday, July 6, 2022 9:07 AM

To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us'

<Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>

Subject: RE: St Paul WM

From: Keohen, Kevin

Sent: Wednesday, July 6, 2022 9:03 AM

To: 'Haas, Sarah (CI-StPaul)' <Sarah.Haas@ci.stpaul.mn.us>; 'Susan.Young@ci.stpaul.mn.us'

<Susan.Young@ci.stpaul.mn.us>

Cc: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Patch, Mary <mpatch@wm.com>

Subject: FW: St Paul WM

From: Keohen, Kevin <kkeohen@wm.com>

Sent: Tuesday, May 3, 2022 8:28 AM

To: Keohen, Kevin <kkeohen@wm.com>

Subject: St Paul WM 1 of 5

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