

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, April 14, 2020 3:16 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul)
Subject: RE: FW: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks Mary! Per Chris's recommendation, we are going to go with two bags in the photo. Therefore we will keep the assessment as is.



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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 14, 2020 3:00 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see additional update

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, April 14, 2020 2:56 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

I took another look at the pictures and I think the driver was basing the bag count by how high up the lid was – because there is a picture for around the first week in Feb and he charged them for two bags with that picture.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 14, 2020 2:24 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Mary,
Please see 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, April 14, 2020 2:11 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mary,

I know that I have been sending a lot of e-mails your way lately. Have you been able to look into my question for this property's assessment? If you could prioritize this one to respond by tomorrow at 12:00, I would really appreciate it. We have a legislative hearing coming up for this property.

Thank you!



Clare Pillsbury

Management Assistant I

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From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, April 10, 2020 11:24 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Mary. This is extremely helpful. I just have one follow up question:

1. It looks like the lid was not able to be fully shut on 07/05/2020, which would result in an additional bag charge. Were there any other bags out? I am trying to figure out why the property was charged for two additional bags.



Clare Pillsbury

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 8, 2020 1:04 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see attached and breakdown below from Mary.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, April 8, 2020 12:38 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Attached are some pictures of his address showing his cart – they aren't the greatness but that is what the driver took.

Also this is his 3rd Qtr 2019 Billing - we had sent \$13.02 to the city for certification – that balance would be for 1 bag on 5.9.19 and 2 bags on 6.6.19 plus a late charge and tax.

8282222	07/05/19	INV 06X	9.00	108.48	
8282222	07/11/19	ONLINEPMT	PMT SLB	96.08	12.40
8282222	08/01/19	FIN CHRG	FIN LPR .62	13.02	
8282222	10/04/19	ST PAUL BAL	PMT MSC	13.02	.00

This would be for 4th Qtr 2019 Billing – we had sent \$9.50 to the city for certification – that balance would be for 2 bags picked up on 7.5.19, tax and late fees.

8380469	10/05/19	INV 06X	6.00	104.35	
8380469	10/17/19	ONLINEPMT	PMT SLB	96.08	8.27
8380469	10/30/19	FIN CHRG	FIN LPR .41	8.68	
8380469	11/26/19	FIN CHRG	FIN LPR .41	9.09	
8380469	01/02/20	FIN CHRG	FIN LPR .41	9.50	
8380469	01/03/20	ST PAUL BAL	PMT MSC	9.50	.00

We just billed him for 2nd Qtr 2020 and we picked up 2 bags on 2.6.20 and 1 bag on 2.20.20 for a total of \$9.00 plus tax.

The first time he called us to dispute any extras was yesterday at 10:39:07 when he called and said his neighbor is dumping on him. It looks like the agent put in a credit for the \$9.00+ charged on his current invoice.

He called on 3.11.20 to schedule the pickup of 3 Bulky and never mentioned anything about extra bag charges.

I will not credit back those other charges.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, April 7, 2020 6:26 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint 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, April 7, 2020 5:55 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 767 ROSE AVENUE EAST - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 767 ROSE AVENUE EAST (PID: 292922110034)

Property Owner: Paw, Bwei

Phone Number or Email: 65-121-04393; ekdecha@yahoo.com

Pending Assessment Amount: \$9.60

Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that the hauler charged for extra bag that they did not put out. Please provide documentation of any additional bag pick ups during Q3 2019 and Q4 2019. Please also provide an itemized breakdown of the Q4 2019 assessment of \$9.60.

Thank you!



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Management Assistant I

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