

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, June 15, 2022 11:27 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul); Young, Susan (CI-StPaul)
Subject: FW: FW: FW: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Follow Up Flag: Flag for follow up
Flag Status: Flagged

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

Please see ADS update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Wednesday, June 15, 2022 10:57 AM
To: Patch, Mary <mpatch@wm.com>; 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Koupal, Matthew <mkoupal@wm.com>; Miron, Julie <jmiron@wm.com>
Subject: RE: FW: FW: FW: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

G5165415 is not a St Paul account. All St Paul accounts started with G4. They have/had 64gal trash service. Current total on account owing is \$96.58.

Thank you

Kim Shannon

Operation Specialist

Operations

kshannon@wm.com

T: 651.768.5270

309 Como Ave

St. Paul, MN 55103



From: Patch, Mary <mpatch@wm.com>
Sent: Monday, June 6, 2022 4:14 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Cc: Koupal, Matthew <mkoupal@wm.com>; Miron, Julie <jmiron@wm.com>; Shannon, Kimberly <kshannon@wm.com>
Subject: RE: [EXTERNAL] FW: FW: FW: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

This is still an ADS issue - I was only trying to figure out what the reversal on the ADS holding account would be - that I would do.

Any issue with payments prior to 2nd Qtr would be for ADS to answer.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, June 6, 2022 3:48 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,
Please see City response.

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, June 6, 2022 3:21 PM
To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

That's correct. Also, they just forwarded me a payment confirmation email from Advanced Disposal that was send on 1/19/2022 (see below). **Why wasn't this payment noted in an earlier email? Please provide payment history from Q4 2021 - Present.**

Dear MARK KLIKNER,

Thank you for using Advanced Disposal's online bill pay site. We appreciate your payment.

This email serves as confirmation of your payment made on 1/19/2022 for G5165415-0000 in the amount of \$ 145.37. The status of this payment is AUTHORIZED, the confirmation code is 019391.

Please click on the link below to access our website.

www.AdvancedDisposal.com/billpay

If you have any questions, please contact Advanced Disposal Customer Care at the number listed under the "Contact Us" section on your invoice.

Best Regards,

Advanced Disposal

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Wed, June 1 at 18:06, Consortium wrote:

Please see question from WM.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, June 1, 2022 5:43 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Miller, Jaclyn <jmille44@wm.com>; Kirby, Amy <akirby@wm.com>
Subject: RE: FW: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Just to be clear on this we need to reduce the amount sent to the holding account for ADS from \$355.65 to \$63.23? – Correct?

Thanks

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, June 1, 2022 3:19 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

FYI

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, June 1, 2022 1:26 PM
To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Kim. Since the assessment is just for Q1 2022, I will reduce the assessment amount to \$63.23.

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Wed, June 1 at 10:17, Consortium wrote:

Please see ADS response.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Wednesday, June 1, 2022 9:13 AM

To: Patch, Mary <mpatch@wm.com>; grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>

Subject: RE: FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

I was able to access. We show them having 1-65gallon trash container.

Thank you

Kim Shannon

Operation Specialist

Operations

kshannon@wm.com

T: 651.768.5270

309 Como Ave

St. Paul, MN 55103

From: Patch, Mary <mpatch@wm.com>

Sent: Wednesday, June 1, 2022 7:28 AM

To: Shannon, Kimberly <kshannon@wm.com>; grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>

Subject: RE: [EXTERNAL] FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Who at St Paul Hauling still has access to the ADS computer system?

Thanks

MP

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Wednesday, June 1, 2022 6:05 AM

To: grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>

Cc: Patch, Mary <mpatch@wm.com>

Subject: RE: [EXTERNAL] FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Yes I mentioned that I no longer have access to the Advanced Disposal accounts.

Thank you

Kim Shannon | Operations Specialist



309 Como Avenue | Saint Paul | MN 55103

T : 651-768-5270 | E: kshannon@wm.com

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, May 31, 2022 2:07 PM

To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>

Cc: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Kim,

Please see request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, May 31, 2022 1:34 PM
To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Have we received a response on this? If not, please respond by the end of the day tomorrow so we can get this resolved.

Thank you!

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Thu, May 26 at 9:46, Clare Pillsbury wrote:

Thank you Kim. Just additional question: What was the service level they had during that time (size and number of carts)?

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Wed, May 25 at 13:47, Consortium wrote:

Please see ADS update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Wednesday, May 25, 2022 12:11 PM

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

Subject: RE: FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

03/31/22

They reinstated the account on the wrong date. We had it marked as vacant. The new owners/resident called to activate account 1/13/22 as move in date of 1/21/22. They owe \$63.23 for February and March and \$101.40 for April, May and June. They owe \$164.63 plus late fee \$4.82 \$ 169.45.

Thank you

Kim Shannon | Operations Specialist



309 Como Avenue | Saint Paul | MN 55103

T : 651-768-5270 | E: kshannon@wm.com

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, May 24, 2022 6:28 PM

To: Patch, Mary <mpatch@wm.com>; Shannon, Kimberly <kshannon@wm.com>

Subject: [EXTERNAL] FW: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Please see question from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, May 24, 2022 3:43 PM
To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you both. I just have a few questions regarding your response:

1. You said that they were charged from 4/1/2021 - 0/31/2022. Do you mean for the last date to be 3/31/2022?
2. You stated that there was "an adjustment that should have been done and looks like it was not so they shouldn't owe that amount." What was the correct amount?

Please respond to both questions in your reply.

Best,

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Tue, May 24 at 15:38, Consortium wrote:

Please see ADS update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Tuesday, May 24, 2022 1:27 PM

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

Cc: Miron, Julie <jmiron@wm.com>; Koupal, Matthew <mkoupal@wm.com>

Subject: RE: FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Looks like they were charged from 4/1/2021-0/31/22. I have an adjustment that should have been done and looks like it was not so they shouldn't owe that amount.

Thank you

Kim Shannon | Operations Specialist



309 Como Avenue | Saint Paul | MN 55103

T : 651-768-5270 | E: kshannon@wm.com

Connect with us: wastemanagement.com [Facebook](#) [YouTube](#)

From: Patch, Mary <mpatch@wm.com>

Sent: Tuesday, May 24, 2022 11:34 AM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Cc: Miron, Julie <jmiron@wm.com>; Shannon, Kimberly <kshannon@wm.com>; Koupal, Matthew <mkoupal@wm.com>

Subject: FW: [EXTERNAL] FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Kim, can you provide the information that the city is looking for – the account is G40-6984

Thanks

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, May 24, 2022 11:13 AM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see the information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Tuesday, May 24, 2022 11:11 AM

To: Consortium <grevering.sph@gmail.com>; Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>

Subject: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 7763

Ticket Requester: Residential Homes LLC

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) 19526882203

Property ID #: 272922440181

Property Address: 1681 Minnehaha Ave E, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$355.65

Hauler: Waste Management

Ticket Comments: Property owner stated that they already paid the amount \$355.65 for garbage to Advanced Disposal. They also believe that this is not the correct amount to pay for their quarterly garbage service and that they may have been stuck with an unpaid bill from the previous property owner. **Please confirm if any payments were received for Q1 2022 and provide the following information for Q4 2021 - Q2 2022:**

- Any changes to the account

- Itemized breakdown of invoice

- Payment history
- Contact with property owner.

Thank you,

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

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