

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Wednesday, July 14, 2021 3:02 PM  
**To:** Swanson, Christopher (CI-StPaul)  
**Cc:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: FW: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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

Chris,  
Please see update from Kim.

*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:** Shannon, Kimberly <kshannon@wm.com>  
**Sent:** Wednesday, July 14, 2021 1:54 PM  
**To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>  
**Cc:** Koupal, Matthew <mkoupal@wm.com>  
**Subject:** RE: FW: FW: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

10/18/18 disputing size, driver verified 65 gallon.  
4/10/20 disputing size and hung up on customer service.  
4/20/20 called customer service disputing size and started swearing at rep so she disconnected the call.  
4/22/20 tried to reach out to Joe to disgust further, had to leave message.  
4/28/20 Joe called extremely rude per customer service rep. He was questioning why he didn't receive a call back rep stated we called on 4/22/20 and had to leave message for him.  
4/30/20 I myself called Joe and had to leave message.  
7/9/21 "customer screaming at the top of his lungs, refusing to verify any information on the account. Rep asked him to refrain from yelling, threats and cursing and he continued so disconnected call".  
7/9/21 Is when I reached out to him, left message and he called me back. I asked if he was on the title of the home and he said no. He started to argue with me but I explained to him Trisha is the owner of the home and we would need to talk to her. Again as I mentioned previously he stated she has never been at/in the house, she lives In New Jersey.  
And there you have it.

**Thank you**

**Kim Shannon | Operations Specialist/Scale Operator**



309 Como Avenue | Saint Paul | MN 55103  
T: 651-768-5270 | F: 651-487-8552 | E: [kshannon@wm.com](mailto:kshannon@wm.com)  
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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 14, 2021 12:36 PM  
**To:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>; Miron, Julie <[jmiron@wm.com](mailto:jmiron@wm.com)>  
**Cc:** Koupal, Matthew <[mkoupal@wm.com](mailto:mkoupal@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

Kim,  
Please see additional request from Chris.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Wednesday, July 14, 2021 12:34 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: FW: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

Can you tell me all the records of calls from this resident? This is going to a legislative hearing and we will need this info.

cs

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 14, 2021 12:33 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: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

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Chris,  
Please see update from Kim.

*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:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>  
**Sent:** Wednesday, July 14, 2021 11:54 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Miron, Julie <[jmiron@wm.com](mailto:jmiron@wm.com)>  
**Cc:** Koupal, Matthew <[mkoupal@wm.com](mailto:mkoupal@wm.com)>  
**Subject:** RE: FW: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

It started back on 10/18/18 where the driver verified at that time he had a 65 gallon container.

**Thank you**

**Kim Shannon | Operations Specialist/Scale Operator**



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 14, 2021 10:38 AM  
**To:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>; Miron, Julie <[jmiron@wm.com](mailto:jmiron@wm.com)>  
**Cc:** Koupal, Matthew <[mkoupal@wm.com](mailto:mkoupal@wm.com)>  
**Subject:** [EXTERNAL] FW: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

Kim,  
Please see question from Chris.

*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:** Wednesday, July 14, 2021 10:34 AM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

Do you know when he originally started calling in about the cart size?

Chris

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**From:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 13, 2021 2:29 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** Fwd: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

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

Chris,  
Please see update from Kim.

Sent from my iPhone

Begin forwarded message:

**From:** "Shannon, Kimberly" <[kshannon@wm.com](mailto:kshannon@wm.com)>  
**Date:** July 13, 2021 at 2:23:04 PM CDT  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>, "Miron, Julie" <[jmiron@wm.com](mailto:jmiron@wm.com)>  
**Cc:** "Koupal, Matthew" <[mkoupal@wm.com](mailto:mkoupal@wm.com)>  
**Subject:** RE: Fwd: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

This is an on going issue. Joe has called our customer service swearing at them, they have had to disconnect with him several times. He is not the owner of the property. I called Joe 7/9/21 and let him know I need Trisha to call and then he started yelling at me. He is extremely rude. According to him Trisha lives in New Jersey and has NEVER been to this property. We have tried to have him leave his container out so the driver can verify the size but he will not. I asked him what he is doing with his trash and he said "nothing. I do not have any trash". Also hasn't this been tax rolled every quarter since they started? We have never received a payment on this account. We have the account as having a 65 gallon container but how can we verify if he will not leave the container out for us to check?

The difference between the 35 gallon weekly and the 65 gallon weekly, all include the taxes.

2018-19

35 gallon-70.34

65 gallon-96.08

2020

35 gallon-67.29

65 gallon 93.06

2021

35 gallon-69.01

65 gallon-94.04

2018-19 we would credit \$128.70

2020- \$103.08

2021-\$50.06

Total credit \$281.84

**Thank you**

**Kim Shannon | Operations Specialist/Scale Operator**



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**From:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, July 12, 2021 5:03 PM  
**To:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>; Miron, Julie <[jmiron@wm.com](mailto:jmiron@wm.com)>  
**Subject:** [EXTERNAL] Fwd: 1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry

Kim,  
Please see cart and billing issues below.

Sent from my iPhone

Begin forwarded message:

**From:** "Pillsbury, Clare (CI-StPaul)" <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Date:** July 12, 2021 at 4:07:31 PM CDT  
**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)>  
**Subject:** **1132 Orange Ave - Quarter 1 (January - March)2021 Assessment Inquiry**

Please forward to Advanced Disposal

**Property Address & PID:** 1132 Orange Ave & 212922430088  
**Property Owner:** Joe Williamson  
**Phone Number:** 651-964-0298  
**Pending Assessment Amount:** \$109.06  
**Quarter Pending Assessment if for:** Quarter 1 (January - March)2021Delinquent  
Garbage Assessment

**Summary of Issue:** Property owner stated that they currently have the 35-gal EOW cart. However, they stated that Advanced is still incorrectly charging them for a 96-gal cart. He called Advanced in 2019 and was told by the CSR that Advanced was going to fix billing and provide his money back. They did not. Advanced also asked the property owner to take a picture of his 35-gal EOW cart, which he did and they still did not change the billing. **Please explain why the property owner is being charged for a 95-gal cart when they have been trying to notify Advanced that they have a 35-gal cart.**  
**Please also provide the following information from Q1 2019 – Present:**

- Service level (cart size) at property
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

**As this issue has persisted since 2019, please respond by tomorrow at 4:00 PM.**

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: 651-266-8862

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

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

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