

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, January 24, 2023 5:34 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see contact info 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, January 24, 2023 5:26 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

This is the mailing address we had

SYNCHRONY HOME LLC
11672 EVERGREEN ST NW

COON RAPIDS MN 55448-2424
Contact: KACHI XIONG
Phone: 651-387-6502

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 24, 2023 5:13 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,
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, January 24, 2023 5:06 PM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you both! Mary, do you have the mailing address that was listed on the old account for this property? Plase also let me know when you are able to find out whether the property owner was notified of the change in hauler.

Best,

Clare Pillsbury

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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, January 24 at 12:47, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, January 24, 2023 12:34 PM

To: 'Estrella, Frances' <FEstrella@republicservices.com>; grevering.sph@gmail.com
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hoekstra, Darrell <dhoekstr@wm.com>
Subject: RE: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

That is the same name we had on the account and we canceled it on 6.30.22 it was paid in full.

Contact name of Kachi Xiong.

Not sure how the residents were notified - Rob Swanson is unavailable right now and he probably would have the answer.

Mary Patch

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Tuesday, January 24, 2023 12:22 PM
To: grevering.sph@gmail.com; Patch, Mary <mpatch@wm.com>
Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hoekstra, Darrell <dhoekstr@wm.com>
Subject: [EXTERNAL] RE: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

Name and billing address is: Synchrony Home LLC – 11672 Evergreen St NW Coon Rapids MN 55448

Q3 2022:

- Billing: \$213.62 + \$32.04 (late fee) = \$245.66
- Payment: \$
- Size: 90/90
- Contact: Nothing
- Note: We got returned mail from the post office with the yellow sticker that says "Not deliverable as addressed"

Q4 2022:

- Billing: \$213.62 + \$32.04 (late fee) = \$245.66
- Payment: \$
- Size: 90/90
- Contact: Nothing

Q1 2023:

- Billing: \$232.74
- Payment: \$0.00 as of 1/24/23
- Size: 90/90
- Contact: Nothing

Thank you

Frances Estrella

Billing Coordinator

11380 Courthouse Blvd

Inver Grove Heights

[e festrella@republicservices.com](mailto:festrella@republicservices.com)

[o 651.286.4588](tel:651.286.4588)

[w RepublicServices.com](http://RepublicServices.com)



Sustainability in Action

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

Sent: Tuesday, January 24, 2023 9:27 AM

To: Estrella, Frances <FEstrella@republicservices.com>; mpatch@wm.com

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; dhoekstr@wm.com

Subject: FW: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Please see the information and 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, January 24, 2023 9:26 AM

To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: 308 Como Ave, St. Paul, MN, 55103, USA - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 308 Como Ave, St. Paul, MN, 55103, USA. Please forward to Republic Services **and** Waste Management for their input as the issue is related to the account moving from Waste Management to Republic Services.

Ticket ID#: 17756

Ticket Requester: Kachi Xiong

Ticket Requester Email: (if available) ixdinvestments@gmail.com

Ticket Request Phone Number: (if available) +16513876502

Property ID #: 362923120225

Property Address: 308 Como Ave, St. Paul, MN, 55103, USA

Quarter Pending Assessment is for: Quarter 3 (July - September)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$491.32

Hauler: Republic Services

Ticket Comments: Property owner stated that they never received a notice when Republic Services took over for Waste Management. They also stated that they never received any of the invoices or notices of nonpayment, which should have been sent to the property tax address at the time (1029 PAUL PKWY NE APT 301 BLAINE MN 55434-3985). **Please confirm whether the property owner was notified of the change in hauler and provide the following information for Q2 2022 - Q1 2023:**

- Name and mailing address on the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Specifically, I am looking for WM to confirm whether the property owner was notified of the switch and to provide the information for Q2 2022. Republic Services should provide any information from Q3 2022 - Q1 2023.

Thank you,

Clare Pillsbury

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

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