

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, September 8, 2020 6:11 PM
To: Swanson, Christopher (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 1083 COLETTE PL - (Q2 2020) Assessment Error/Complaint Inquiry
Attachments: RE: St Paul Resident 500-442723 Vacation Hold ???

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see attached and information 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: Tuesday, September 8, 2020 4:33 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1083 COLETTE PL - (Q2 2020) Assessment Error/Complaint Inquiry

I don't remember this one at all but I have attached an e-mail that was sent to me on 7.31.2020 – when I inquired with customer service as to whether or not he had sent in the vacation form.

So customer service did give him the credit for two weeks in July – but he has not paid that 7.5.20 invoice yet.

I will credit back the April, May and June billing along with all the finance charges - so you can remove the balance of \$107.02 that we sent for assessment.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, September 8, 2020 4:00 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1083 COLETTE PL - (Q2 2020) 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, September 8, 2020 3:45 PM
To: Greg Revering <grevering.sph@gmail.com>
Subject: RE: 1083 COLETTE PL - (Q2 2020) Assessment Error/Complaint Inquiry

Thank you Mary. It appears as though it was sent to Waste Management on July 31 2020.

CRS called in early August and said that Waste Management had would the city in August 2020 to remove the Q2 2020 assessment. The property owner was out of the country from March 24 to July 20 and was unable to file a temporary service hold.

Can you please confirm that this was communicated to the property owner? **Please provide all record of communication with the property owner. Please also confirm that the temporary service hold was received and when it was received.**



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: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, July 22, 2020 6:39 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Fwd: 1083 COLETTE PL - (Q2 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Mary.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: July 22, 2020 at 5:15:06 PM CDT
To: "grevering.sph@gmail.com" <grevering.sph@gmail.com>
Subject: RE: FW: 1083 COLETTE PL - (Q2 2020) Assessment Error/Complaint Inquiry

I don't show that we received anything from him for a temporary service hold. Did he go on vacation ???

I don't show that he even called to verify that we had received it.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, July 22, 2020 5:09 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1083 COLETTE PL - (Q2 2020) 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 (Cl-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, July 22, 2020 4:48 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (Cl-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1083 COLETTE PL - (Q2 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1083 COLETTE PL (PID: 16-28-23-33-0043)
Property Owner: Alan M Mccann
Phone Number or Email: paddleryguy@yahoo.com
Pending Assessment Amount: \$107.02
Quarter Pending Assessment is For: Q2 2020 Trash Service

Summary of Issue: Property owner stated that they submitted a temporary service request via email sometime in early March 2020. However, it does not appear to have been applied to the the Q 1 2020 invoice. Please send confirmation that this temporary service request was received.

Thank you!

Clare Pillsbury



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Management Assistant I

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