

**Vang, Mai (CI-StPaul)**

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Wednesday, February 5, 2020 3:08 PM  
**To:** Vang, Mai (CI-StPaul)  
**Subject:** 679 HOYT AVE W - (Q3) Assessment Error/Complaint Inquiry

Can you add this to the file for 679 Hoyt Avenue?

Thank you!



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

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, February 3, 2020 1:58 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** RE: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Mary. We will go ahead and recommend approving the assessment then.



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

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Monday, February 3, 2020 1:41 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: FW: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Monday, February 3, 2020 11:56 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Chris,  
FYI.

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

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, February 3, 2020 11:44 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

I can't find that we ever redelivered that 64 gal cart we supposedly pulled from her address to any one else.

Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, February 3, 2020 10:59 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Maru,  
Please see question below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, February 3, 2020 10:49 AM

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: RE: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Mary! Please let us know what you find out by tracking the serial number.



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

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

From: Swanson, Christopher (CI-StPaul)

Sent: Monday, February 3, 2020 9:59 AM

To: Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

Subject: FW: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

---

From: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]

Sent: Monday, February 3, 2020 9:53 AM

To: Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

Subject: FW: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Chris,

Please see update from Mary.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

From: Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>

Sent: Monday, February 3, 2020 9:47 AM

To: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

Subject: RE: FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Yes, Tyler Westlund stopped over here last week and he did not see a cart on site – although she could have it in her garage.

I was going to try and find her original serial number also and see if we have put that cart at someone else's home in 2019

Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, February 3, 2020 9:40 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Mary,  
Please see request below.

*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:** Monday, February 3, 2020 9:17 AM  
**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: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Hi Mary,

Just checking in to see if you have found any more info on this account? I think you were going to check if there was any record of pulling the cart.

Chris

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, January 28, 2020 4:43 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Chris,  
Please see information below.

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

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Tuesday, January 28, 2020 4:40 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

I'm sorry – I just noticed that she claims - we removed the cart back in Jan 2019 – I was thinking Jan 2020.

I am going to have to have someone go out and double check that – she puts a sign on her cart to have it pulled. She never picks up the phone to call us to even have it removed, she never calls us to ask why she is still getting a bill from us (when she states we removed the cart)

So what has she been doing with her trash this whole time????

I am having a 32 gal EOW container delivered and I will adjust her current invoice to reflect that. I will get back to you on the assessment charges.

Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, January 28, 2020 4:16 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Mary,  
Please see clarifying question below.

*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:** Tuesday, January 28, 2020 4:15 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: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Hi Mary,

My question is this. Did WM remove her cart? If yes, WM should credit. If no, the assessments stands.

Thanks,

Chris

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, January 28, 2020 12:41 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Chris,  
Please see update from Mary.

*Greg Revering*

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

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Tuesday, January 28, 2020 12:30 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Thanks – I will get a cart delivered.

Do we have to give her a credit for Jan Service -having that cart removed was of her own doing.

Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, January 27, 2020 2:23 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Mary,  
Please see information below.

*Greg Revering*

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, January 27, 2020 2:20 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** RE: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

My apologies. I just realized that I did not answer your questions.

Resident did state that Waste Management removed her cart. Her reason for wanting it removed was that she did not want to be part of the program. Would you be able to follow up and request that a 35-gallon every other week cart be delivered to the property?

Thank you!



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

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, January 27, 2020 1:32 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** RE: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Thank you Mary. This is really helpful!



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

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Monday, January 27, 2020 1:11 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

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

Clare,  
Please see information from Mary.

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

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, January 27, 2020 12:36 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

First – did she state that we did pull her cart and did she give a reason as to why she wanted it removed??

I checked with our container person and she has no record of any container being removed from that address in January.

She stated that if there was truly a note on the container – the driver is supposed to call our dispatcher and then a ticket will be put on the account to have the cart removed. That did not happen – so I have no removal ticket.

I have no call log – since she has never called us for any reason. Although she apparently sent an e-mail back on 10.8.18 stating she didn't want service.

Everyone of her billings has been sent to the City of St Paul for assessment.

Thanks  
Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, January 27, 2020 10:56 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry

Mary,  
Please see information below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Monday, January 27, 2020 10:45 AM  
**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:** Address of property- (Billing Quarter) Assessment Error/Complaint Inquiry



Please forward to Waste Management:

**Property Address & PID:** 679 HOYT AVE W (PID: 232923140195)

**Property Owner:** MARGUERITE DESPAIN

**Phone Number or Email:** [margiedespain@yahoo.com](mailto:margiedespain@yahoo.com)

**Pending Assessment Amount:** \$110.48

**Quarter Pending Assessment is For:** Garbage Service Medium Cart, 3 Late Fees; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that their car was removed in January 2019. They stated that they put a sign on their cart requesting that they remove the cart and Waste Management did. Resident stated that when their cart was picked up their was an individual in a car following the garbage truck that stated that they were going to pick up the containers. Please confirm the details of this encounter as well as the removal of the cart. Per the request of the legislative hearing officer, please also provide proof of the ticket for the cart pick up as well as a call log for any phone conversations with the property owner.

Thank you!



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

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

---

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