

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, July 2, 2020 3:04 PM
To: Pillsbury, Clare (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: FW: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see response from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, July 2, 2020 2:01 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Correct no missed pick ups just the notes stating cart not out

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, July 2, 2020 1:31 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Mary,
Please see confirmation request.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, July 2, 2020 11:53 AM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, July 2, 2020 11:47 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Mary. Just to confirm, there were no "Missed Pickups" recorded by Waste Management during this time, just instances in which the cart was no placed outside for pick up? Please let me know.



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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www.stpaul.gov/garbage

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, July 2, 2020 10:16 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, July 2, 2020 8:55 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

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

FYI

Greg Revering
Chief Manager

St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, July 2, 2020 8:03 AM
To: Westlund, Tyler <twestlun@wm.com>; 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Thanks Tyler

Mary Patch

From: Westlund, Tyler
Sent: Thursday, July 2, 2020 7:06 AM
To: Patch, Mary <mpatch@wm.com>; 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: [EXTERNAL] FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Tom Anderson was the regular driver and we have on that route with 3 others helping out on it at some point during that time frame. I do not see any other date entered in those 3 months that would look like a cou, mpu, or anything like that. They are all scheduled on Friday and completed on Friday.

Tyler Westlund
Route Manager – Residential
TWestlun@WM.com

Waste Management
10050 Naples St. NE.
Blaine, MN. 55449
763-807-7794



From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, July 1, 2020 2:32 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Westlund, Tyler <twestlun@wm.com>
Subject: RE: [EXTERNAL] FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Not one phone call to WM from Jan 1st to March 31st 2020 except to call on 2.19.20 and state this.

02/19/2020 14:09:42 ETIDWELL
CCI FOR BILLING EXPLAINED AMT CUST STATES SHOUDL BE CHEAPER ADV PAST DUE
/LATE CHARGE. CST STATES SHOULD BE CREDITED FOR MISSED SERVICE ADV CAN H
AVE A RECOVERY ENTERED IF SERVICE WASM ISSED HE HUNG UP

There are Not Out's like this listed on his account

01/10/2020 13:50:17 ESBNOTES OCS 01/10/2020 13:49:09 CST D5P6 NOT

OUT / CONTAINER EMPTY (+)
01/17/2020 14:12:17 ESBNOTES OCS 01/17/2020 14:11:14 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
01/24/2020 11:46:52 ESBNOTES OCS 01/24/2020 11:46:26 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
01/31/2020 12:26:07 ESBNOTES OCS 01/31/2020 12:25:24 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
02/07/2020 11:37:45 ESBNOTES OCS 02/07/2020 11:37:15 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
02/14/2020 12:02:18 ESBNOTES OCS 02/14/2020 12:01:36 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
02/21/2020 14:40:13 ESBNOTES OCS 02/21/2020 14:39:46 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
02/28/2020 12:25:10 ESBNOTES OCS 02/28/2020 12:24:39 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
03/06/2020 12:13:21 ESBNOTES OCS 03/06/2020 12:13:11 CST D5P6 NOT
OUT / CONTAINER EMPTY (+)
03/13/2020 13:10:22 ESBNOTES OCS 03/13/2020 13:09:14 CDT D5P6 NOT
OUT / CONTAINER EMPTY (+)

So, Tyler do you happen to know what the issue could have been - did we have a different driver for those three months?

How do you go that long and all you do is call in about your bill and say it should be less and then hang up.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, July 1, 2020 2:12 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Mary,

Please see information and 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: Wednesday, July 1, 2020 1:41 PM
To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: 793 COTTAGE AVE W - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 793 COTTAGE AVE W (PID: 232923420054)

Property Owner: GARY E KAMPMANN

Phone Number or Email: kampmanngary793@gmail.com

Pending Assessment Amount: \$7.92

Quarter Pending Assessment is For: Garbage Service Late Fees; Jan-Mar 20

Summary of Issue: Property owner stated that he has several missed pick ups at the beginning of Quarter 1 2020. Please provide a record of all missed pickups from Q1 2020 – Q2 2020.

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

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