

Pillsbury, Clare (CI-StPaul)

From: Haas, Sarah (CI-StPaul)
Sent: Monday, October 11, 2021 1:35 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Importance: High

Ooops, Greg didn't cc you on this



SAINT PAUL
MINNESOTA

Sarah Haas

Solid Waste Program Specialist
Pronouns: She/Her
Public Works, Citywide Garbage Program
P: 651-266-6216
sarah.haas@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 11, 2021 11:09 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Sarah,
Please see update from Advanced.

Greg Revering

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

763-295-2054

From: Miron, Julie <jmiron@wm.com>
Sent: Monday, October 11, 2021 10:17 AM
To: grevering.sph@gmail.com; Shannon, Kimberly <kshannon@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: RE: FW: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

This was one of the auto payment issues with previous owner.

Julie Miron

Office Manager

St. Paul Hauling & Transfer
jmiron@wm.com

T: 651.287.5280
C: 612.232.9161
309 Como Ave
St. Paul, MN 55103



From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, October 11, 2021 09:58
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see request from Clare.

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: Monday, October 11, 2021 9:41 AM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thank you Kim! What was the issue specifically? **Please respond by 3:00 PM today as there is a hearing for this assessment this week.**



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 11, 2021 9:08 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Sarah,
Please see request from Advanced.

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

763-295-2054

From: Miron, Julie <jmiron@wm.com>
Sent: Friday, October 8, 2021 3:57 PM
To: grevering.sph@gmail.com; Shannon, Kimberly <kshannon@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: Re: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Please remove this from tax roll. It was an issue on our end. I spoke to the homeowners today.

Get [Outlook for Android](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 6, 2021 4:28:34 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

FYI

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, October 6, 2021 4:22 PM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

That makes sense. Thanks Kim!



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

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

Sent: Wednesday, October 6, 2021 11:33 AM

To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
Please see update from Kim.

Greg Revering

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

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>

Sent: Wednesday, October 6, 2021 11:28 AM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>

Cc: Koupal, Matthew <mkoupal@wm.com>

Subject: RE: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

One of the CCR'S entered for the refund of 64.05 unsure of the reason for that it should have been 63.03. We changed the name on the account 3/1/21. It also looks like the home was vacant for some time. I think with the payment being made of 63.03 it off set the account and when it was time for tax roll that is what it showed owning. The total invoice for 3/1/21-6/30/21 was 124.08. 70.05 is the remainder from that with 3 late fees. The "on account application" is money that was already on the account.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, October 5, 2021 12:27 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Cc: Koupal, Matthew <mkoupal@wm.com>
Subject: [EXTERNAL] FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,
Please see the 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: Tuesday, October 5, 2021 10:26 AM
To: grevering.sph@gmail.com; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Thanks Kim. The billing for Q2 2021 is not clear to me. I had a couple of questions:

1. It appears that there is initially a charge of \$90.08 for 03/01/2021 – 06/30/2021, plus taxes. As the final assessed amount is \$70.05, why were they not charged the whole amount?
2. Following the initial charge on the account, we see an application of \$64.05. What was that application for?
3. There appears to be a payment of \$63.03 by the previous property owner, followed by a refund. However the refunded amount of \$64.05 does not reflect the amount of the payment being made. Rather, it reflects that \$64.05 application. Why is this?

Please answer all of the above questions before responding.



**SAINT PAUL
MINNESOTA**

Clare Pillsbury
Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works
800 City Hall Annex
25 West Fourth St
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 4, 2021 8:11 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
Please see update from Kim.

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

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Monday, October 4, 2021 7:54 AM
To: Greg Revering <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>; Koupal, Matthew <mkoupal@wm.com>
Subject: RE: Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

We did not receive payment from Molly until 7/14/21 and that payment was for July, August and September. The billing address is the same as the service address and no invoices have been returned to ADS/WM.

| Invoice Details | | | |
|-----------------|-------------|-------------|--------------|
| Info | Trans. Date | Trans. Type | Description |
| 0001-004 | 4/7/2021 | Service | RESIDENTIAL |
| 0001-004 | 4/14/2021 | Service | RESIDENTIAL |
| 0001-004 | 4/21/2021 | Service | RESIDENTIAL |
| 0001-004 | 4/28/2021 | Service | RESIDENTIAL |
| 0001-004 | 5/5/2021 | Service | RESIDENTIAL |
| 0001-004 | 5/12/2021 | Service | RESIDENTIAL |
| 0001-004 | 5/19/2021 | Service | RESIDENTIAL |
| 0001-004 | 5/26/2021 | Service | RESIDENTIAL |
| 0001-004 | 6/2/2021 | Service | RESIDENTIAL |
| 0001-004 | 6/9/2021 | Service | RESIDENTIAL |
| 0001-004 | 6/16/2021 | Service | RESIDENTIAL |
| 0001-004 | 6/23/2021 | Service | RESIDENTIAL |
| 0001-004 | 6/30/2021 | Service | RESIDENTIAL |
| 0001-004 | 7/5/2021 | Period | TRASH STAN |
| 0001-999 | 7/5/2021 | Tax | MNrsWasteM |
| 0001-999 | 7/5/2021 | Tax | RR Cty Envir |
| | 7/14/2021 | Payment | Kubra Autom |

The 63.03 was payment from previous owner.

| Invoice Details | | | |
|-----------------|-------------|-------------|--------------|
| Info | Trans. Date | Trans. Type | Description |
| 0001-004 | 3/10/2021 | Service | RESIDENTIA |
| 0001-004 | 3/17/2021 | Service | RESIDENTIA |
| 0001-004 | 3/24/2021 | Service | RESIDENTIA |
| 0001-004 | 3/31/2021 | Service | RESIDENTIA |
| 0001-004 | 4/5/2021 | Period | TRASH STAN |
| 0001-999 | 4/5/2021 | Tax | MNrsWasteM |
| 0001-999 | 4/5/2021 | Tax | RR Cty Envir |
| | 4/6/2021 | Adjustment | ON ACCOUN |
| | 4/30/2021 | Adjustment | LATE FEE |
| | 5/10/2021 | Payment | Kubra Autom |
| | 5/26/2021 | Adjustment | REFUND CUS |
| | 5/31/2021 | Adjustment | LATE FEE |
| | 6/30/2021 | Adjustment | LATE FEE |
| | 7/2/2021 | Adjustment | ST PAUL TAX |

Mailing address

| | | | |
|----------|-----------------------|-----------|---|
| Name: | MOLLY & MICK ZEVOUNOU | Old No.: | 6095 |
| Address: | 1343 STILLWATER AVE | | |
| | | | |
| | | | |
| City: | ST PAUL | | |
| State: | MINNESOTA | Zip Code: | 55106 |
| Phone: | (555) 555-5555 | Fax: | |
| | | | Cash on Demand <input type="checkbox"/> |

No conversations recorded.

Thank you

Kim Shannon | Operations Specialist/Scale Operator



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T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com

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From: Greg Revering [<mailto:grevering.sph@gmail.com>]

Sent: Monday, September 27, 2021 4:33 PM

To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>; Koupal, Matthew <mkoupal@wm.com>

Subject: [EXTERNAL] Fwd: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Kim,

Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Pillsbury, Clare (CI-StPaul)" <Clare.Pillsbury@ci.stpaul.mn.us>

Date: September 27, 2021 at 2:41:20 PM CDT

To: grevering.sph@gmail.com

Cc: "Haas, Sarah (CI-StPaul)" <Sarah.Haas@ci.stpaul.mn.us>

Subject: 1343 STILLWATER AVENUE - Quarter 2 (April - June) 2021 Assessment Inquiry

Please forward to Advanced Disposal

Property Address & PID: 1343 STILLWATER AVENUE & 272922320056

Property Owner: Molly Zevounou

Phone Number: 651-503-8941

Pending Assessment Amount: \$70.05

Quarter Pending Assessment if for: Quarter 2 (April - June) 2021 Delinquent Garbage Assessment

Summary of Issue: Resident believes they paid in full to Advanced. They also stated that they have never received an actual bill only final notices, despite contacting Advanced multiple times since moving in January of 2021. **Please explain why Advanced has been unable to address this issue and provide the following information for Q1 – Q3 2021:**

- Name and Mailing Address on Account
- Billing Method
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank You,



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

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www.StPaul.gov

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