

From: [Pillsbury, Clare \(CI-StPaul\)](#)
To: [Vang, Mai \(CI-StPaul\)](#)
Cc: [Moermond, Marcia \(CI-StPaul\)](#); [Haas, Sarah \(CI-StPaul\)](#)
Subject: FW: FW: 2211 Benson - Quarter 2 (April - June) 2021 Assessment Inquiry
Date: Thursday, October 14, 2021 10:08:25 AM
Attachments: [image001.png](#)
[image003.png](#)

Please add to file.



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: Friday, July 23, 2021 4:37 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 2211 Benson - Quarter 2 (April - June) 2021 Assessment Inquiry

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

Clare,
Please see update from Mary.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, July 23, 2021 4:22 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: 2211 Benson - Quarter 2 (April - June) 2021 Assessment Inquiry

Well, because he didn't follow proper procedure on putting his account on hold.
He is also confusing last year with this year - last year he did put his account on vacation as of 1.01.20 and had it resumed as of 6.30.20.

This year he called customer service on 6.22.21

06/22/2021 10:35:50 SBANKS2

RICHARD CALLED ABOUT BILL WHEN HE WAS NOT SERVICED CREDIT ACC - agent did put in a credit and it was denied by the supervisor since he had not called us in Dec 2020 or even mailed in the vacation form.

He has called two more times and these are the notes

07/08/2021 10:12:34 SBANKS2

CALLED RICHARD TO UPDATE EMAIL SO WE CAN SEND VACA HOLD FORM WAS NOT ABLE TO LEAVE VMAIL WILL TRY BACK TOMORROW.

07/12/2021 11:20:47 BMITCH10

RICHARD CALLED TO SEE WHAT HE OWES-EXPLAINED WHAT HIS PAY PERIOD IS

It looks like he had an issue in 2019 also because he didn't notify us until after the fact that he was on vacation.

1st Qtr 2021 – billed for a 32 gal limited service and taxes and he paid for that quarter.

| | | | | |
|----------|----------|---------|-------|-------|
| 01/06/21 | MISC TAX | INV T1A | 4.19 | 4.19 |
| 01/06/21 | MISC TAX | INV T1I | 12.04 | 16.23 |
| 01/06/21 | | INV 06A | 42.99 | 59.22 |
| 01/16/21 | 5274 | PMT SLB | 59.22 | .00 |

2nd Qtr 2021 – billed for a 32 gal limited service and taxes plus and 3 finance charges.

| | | | | |
|----------|-------------|---------|-------|-------|
| 04/05/21 | MISC TAX | INV T1A | 4.19 | 4.19 |
| 04/05/21 | MISC TAX | INV T1I | 12.04 | 16.23 |
| 04/05/21 | | INV 06A | 42.99 | 59.22 |
| 04/27/21 | FIN CHRG | FIN LPR | 2.96 | 62.18 |
| 05/27/21 | FIN CHRG | FIN LPR | 2.96 | 65.14 |
| 06/28/21 | FIN CHRG | FIN LPR | 2.96 | 68.10 |
| 07/06/21 | ST PAUL BAL | PMT MSC | 68.10 | .00 |

Mary Patch

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

Sent: Friday, July 23, 2021 3:57 PM

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

Subject: [EXTERNAL] FW: 2211 Benson - Quarter 2 (April - June) 2021 Assessment Inquiry

Importance: Low

Mary, 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: Friday, July 23, 2021 2:02 PM

To: grevering.sph@gmail.com

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

Subject: 2211 Benson - Quarter 2 (April - June) 2021 Assessment Inquiry

Importance: Low

Please forward to Waste Management

Property Address & PID: 2211 Benson & 152823340039

Property Owner: Richard Anderson

Phone Number: 651-330-7172

Pending Assessment Amount: \$68.10

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

Summary of Issue: Property owner stated he filed a Temporary Service Hold with Waste Management on January 1, 2021. The hold was for January 1-June 30 2021. They stated that Waste Management didn't charge them for Q1 2021 but did charge him in for Q2 2021. **Please explain why the property owner was charged for Q2 2021 when they had a temporary service hold in place for that time period and provide the following information for Q1 – Q3 2021:**

- Service holds (if any) applied
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank You,



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I

Saint Paul Public Works

Pronouns: she/her/hers

Saint Paul City Hall Annex

15 W. Kellogg Blvd.

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