

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, January 21, 2020 3:11 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul); Young, Susan (CI-StPaul)
Subject: RE: FW: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

We are going to recommend removing the entire assessment of \$31.55 as there has been no photo evidence provided by Pete's that there were overflow bags.



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: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, January 21, 2020 2:32 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Mary and Greg.



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, January 21, 2020 2:29 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
It appears there is no way for WM to get more information.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, January 21, 2020 2:27 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Sorry, we have no way to get further information for this request.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 21, 2020 1:50 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Mary,
Please see information 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, January 21, 2020 1:34 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Mary. I think what I was looking for where pictures of the extra bags that Pete's should have taken. Do these exist? Please let me know either way. My apologies. I was a little vague.



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, January 21, 2020 11:54 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from WM.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, January 21, 2020 11:51 AM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Okay - we will reverse \$2.20 on our end also.

This is the response I sent back a week or so ago about the extra charges.

10/17/2019 15:00:43 AMOE
PER JEN AT PETE'S, THE JULY-SEPT INV BALANCE IS CORRECT. SENT E-MAIL
WITH JEN'S NOTES TO MSCHULT5.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 21, 2020 11:35 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 1801 Morgan Avenue- (Q3) 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, January 21, 2020 11:34 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: RE: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Mary. Could Pete's provide any evidence of pick up for three extra bags? According to the contract, they are required to provide proof of any additional charges.

Also, I tax should not be calculated in the late fee. Late fee from Pete's should therefore be reduced from \$8.04 to \$5.84. I will recommend that the assessment be reduced by \$2.20 to reflect that.



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 20, 2020 11:27 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from WM.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, January 20, 2020 10:58 AM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Here is the response from Jen with Pete's Rubbish on how she calculated the finance charge for this resident.

From: petesrubbishhauling@gmail.com <petesrubbishhauling@gmail.com>
Sent: Friday, January 17, 2020 9:31 AM
To: Moe, Angela <amoe@wm.com>
Subject: [EXTERNAL] RE: St Paul Resident 500-451582 Steven H Hoelzel

116.73 + 5% + tax

116.73
5% 5.836
.0975 .569
.28 1.635
Total 124.77

Thank You-

Jennifer Thompson
Pete's Rubbish Hauling
320 358 0838

From: Patch, Mary
Sent: Thursday, January 16, 2020 1:25 PM
To: grevering.sph@gmail.com
Subject: RE: [EXTERNAL] FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

I have no idea how Pete's calculated the \$8.04 late fee that they had us add to the residents account. Our late fees of \$1.43 each were calculated on a balance of \$28.69

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 16, 2020 1:08 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 1801 Morgan Avenue- (Q3) 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: Thursday, January 16, 2020 12:12 PM
To: grevering.sph@gmail.com
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Hello Mary,

Just wanted to follow up since the legislative hearing for this property is in a week. Could you explain the late fees that were charge for the quarter 3 garbage bill?

Thank you!



Clare Pillsbury
Management Assistant I

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F: 651-266-6222

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From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, January 14, 2020 8:17 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: RE: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Thank you Mary! I am just a bit confused regarding the finance charges/late fees. Could you explain to me why the late fee from Pete's was \$8.04 and why the two fees from WM were \$1.43 each? These don't appear to line up with the correct late fee for a medium size cart which would be \$4.80 per month.



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From: Swanson, Christopher (CI-StPaul)
Sent: Monday, January 13, 2020 4:51 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Young, Susan (CI-StPaul) <Susan.Young@ci.stpaul.mn.us>
Subject: FW: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 13, 2020 4:45 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 1801 Morgan Avenue- (Q3) 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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, January 13, 2020 4:18 PM
To: grevering.sph@gmail.com
Subject: RE: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

These are the notes that are on her account.

First contact with our customer service.

10/16/2019 12:05:42 MSCHULT5

JUDY CI UPSET ABOUT BAL SENT TO THE CITY THAT WAS SENT TO US FROM PETES
SHE HAD CONTACTED PETES AND THEY TOLD HER TO DISREGARD THE ADDITIONAL CH
ARGES SENT OVER PETES BILLING ACQ

So we sent this to our liaison between WM and Pete's and this is Jen's response.

10/17/2019 15:00:43 AMOE

PER JEN AT PETE'S, THE JULY-SEPT INV BALANCE IS CORRECT. SENT E-MAIL
WITH JEN'S NOTES TO MSCHULT5.

Then Judith was notified by customer service what Jen had stated.

10/22/2019 10:26:06 MSCHULT5

JUDITH IS STILL UPSET AND CONTESTING CHARGES SENT TO THE CITY OF SAINT P
AUL ADVISED UPCOMING BILL IS COMING DUE AND SHE STATED SHE ISN'T PAYING
US UNTIL THIS IS RESOLVED

So my understanding then is that Jen stated nothing was wrong with the billing and that Pete's had not promised to
waive any charges.

The \$31.55 consists of the extra bags Pete's had charged them for which came to \$20.65 plus an \$8.04 finance charge
from Pete's plus 2 finance charges from WM at \$1.43 each for two months.

Mary Patch

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

Sent: Monday, January 13, 2020 3:46 PM

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

Subject: [EXTERNAL] FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Mary,

Please see information below.

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: Monday, January 13, 2020 3:28 PM

To: grevering.sph@gmail.com

Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Young, Susan (CI-StPaul)

<Susan.Young@ci.stpaul.mn.us>

Subject: FW: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

From: Pillsbury, Clare (CI-StPaul)

Sent: Monday, January 13, 2020 2:51 PM

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

Subject: 1801 Morgan Avenue- (Q3) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1801 Moragan Avenue (PID: 212823120105)

Property Owner: Judy Hoelzel

Phone Number or Email: 651-699-6481

Pending Assessment Amount: \$31.55

Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019

Summary of Issue: Property owner stated that she currently has service for one medium size cart and therefore pays \$96.08 per quarter. However, her Q3 bill that she received from Peter's Rubbish on 07/05/2019 was for a total of \$116.74. This included five additional overflow charges of \$3.00 each for a total of \$15.00 from Q2. With both the MN Solid Waste tax of 9.75% and the Ramsey County Environmental Charge of 28%, this would be a total of \$20.66.

Resident stated that she had not left any bags out and that Pete's had made an error in charging her for the overflow. Therefore, the payment that she made on 07/24/2019 was for \$96.08. This would leave the \$20.66 that was charged for the overflow unpaid. This appears to have incurred late fees that totalled around \$10.89. Please breakdown the total assessment of \$31.55 to confirm that this is correct. Please also verify as to whether or not there was actually overflow collected during Q2 at the address above.

Thank you!



Clare Pillsbury

Management Assistant I

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