

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Friday, April 17, 2020 1:15 PM
To: Pillsbury, Clare (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: FW: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

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

Clare,
Please see breakdown below.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, April 17, 2020 1:04 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Hoekstra, Darrell <dhoekstr@wm.com>
Subject: RE: FW: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

I have them listed way below on the e-mail I sent on Wednesday - those were the extra charges on their 4th Qtr Invoice.

There we no 3rd Qtr extras because we didn't bill them until 4th Qtr 2019

I will also add 1st and 2nd Qtr 2020 extra charges for you to see.

1st QTR 2020 – balance sent for certification.

10/10/2019 XBG-EXTRA BAG REL	MONDAY	5.00	3.00	15.00
Extra Bag Charge				
11/21/2019 XBG-EXTRA BAG REL	MONDAY	3.00	3.00	9.00
Extra Bag Charge				
11/29/2019 XBG-EXTRA BAG REL	MONDAY	2.00	3.00	6.00
Extra Bag Charge				

2nd Qtr 2020

02/06/2020 XBG-EXTRA BAG REL	MONDAY	6.00	3.00	18.00
Extra Bag Charge				
02/20/2020 XBG-EXTRA BAG REL	MONDAY	5.00	3.00	15.00
Extra Bag Charge				

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 11:39 AM
To: Patch, Mary <mpatch@wm.com>
Cc: Hoekstra, Darrell <dhoekstr@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill 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: Friday, April 17, 2020 11:19 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Thank you Mary. This makes sense. Could you provide documentation of the additional bags picked up during Quarter 3 2019? It seems like a lot and I want to make sure that I have something that I can show the resident when I call her.



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



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 15, 2020 2:19 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

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Clare,
Please see breakdown below from Mary.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Wednesday, April 15, 2020 2:03 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Sorry – I just came across this one

Base Level is 2-64 gal trash carts – the numbers are 00818807105 and 00818807106.

10.5.19 Invoice was as follows

8391047	10/05/19	MISC TAX	INV T1A	29.23		29.23
8391047	10/05/19	MISC TAX	INV T1I	83.92		113.15
8391047	10/05/19		INV 06A	139.50		252.65
8391047	10/05/19		INV 06P	109.18		361.83
8391047	10/05/19		INV 06X	51.00		412.83
8391047	10/30/19	FIN CHRG	FIN LPR	20.64		433.47
8391047	11/26/19	FIN CHRG	FIN LPR	20.64		454.11
8391047	01/02/20	FIN CHRG	FIN LPR	20.64		474.75
8391047	01/03/20	ST PAUL BAL	PMT MSC		474.75	.00

The \$51.00 consists of

08/08/2019	XBG-EXTRA BAG REL	MONDAY	3.00	3.00	9.00
	Extra Bag Charge				
08/22/2019	XBG-EXTRA BAG REL	MONDAY	6.00	3.00	18.00
	Extra Bag Charge				
08/29/2019	XBG-EXTRA BAG REL	MONDAY	3.00	3.00	9.00
	Extra Bag Charge				
09/19/2019	XBG-EXTRA BAG REL	MONDAY	2.00	3.00	6.00
	Extra Bag Charge				
09/26/2019	XBG-EXTRA BAG REL	MONDAY	3.00	3.00	9.00

See above for the late fees

Mary Patch

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

Sent: Wednesday, April 15, 2020 9:56 AM

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

Subject: [EXTERNAL] FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill 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: Wednesday, April 15, 2020 9:54 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com
Subject: RE: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Hello Mary. Thank you again for answering all my emails. I did want to ask if you could make this one a priority today and get me an answer by 2:00 pm today. We have a hearing tomorrow for the Q4 2019 assessment on this 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

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www.stpaul.gov/garbage

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, April 14, 2020 2:43 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com
Subject: RE: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Thank you Mary.

Can you break down the assessment for each item. This will help me to explain the bill to the property owner. What I need information on are:

1. Base service level that the property is being billed for (size cart and number)
2. What you are charging for July – September 2019
3. What you are charging for October – December 2019
4. What are all the extra costs that add up to \$51.00?
5. What are the late fees being charged?

Thank you!

Clare Pillsbury



Management Assistant I

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, April 13, 2020 3:46 PM
To: grevering.sph@gmail.com; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Thanks Mary,

Clare, can you call this resident and discuss this with her? it looks like there are a lot of extras at the property.

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 13, 2020 3:22 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

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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: Monday, April 13, 2020 3:20 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

By the time that Rashida Johnson set up service for this location – we had billed every one else for July/Aug/Sept Svc – she had called on 7.22.2019.

So she was billed for part of July, all of August and September plus Oct/Nov/Dec on 10.5.19 billing – plus \$51.00 in extras.

She was billed for \$30.00 in extras on her 1st Qtr 2020 Billing and then \$33.00 in extras on her 2nd Qtr 2020 Billing. I have attached what pictures operations could find and for future we can only go back six months. Also there are absolutely no notes on her account indicating that she had called WM to discuss her 4th Qtr 2019 invoice with anyone.

FYI – the previous owner was billed for a lot of extras also.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 13, 2020 2:47 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Mary,
Please see information and request 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, April 13, 2020 2:03 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: 661 Geranium Ave E - (Q4 2019) Assessment Error/ Current bill Inquiry

Please forward to WM:

Property Address & PID: 61 Geranium Ave E
Property Owner: Rashida Johnson
Phone Number or Email: 651-508-9046
Pending Assessment Amount: \$474.75
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they were charged this large sum starting in Q4 2019. They said they called into WM and was told that this was a mistake and that this bill would be addressed. This has now been assessed. They also said they were charged for 6 extra bags which they didn't have. Can you look into this Q4 2019 assessment and the extra bag charge? Thanks

Thank you!

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