

## Pillsbury, Clare (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, April 13, 2020 4:06 PM  
**To:** grevering.sph@gmail.com  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** RE: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Thank you Mary. I have told the resident to check with Wells Fargo to see if they may have sent the payment to the wrong account.



### 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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Monday, April 13, 2020 2:46 PM  
**To:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Cc:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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

Clare,  
Please see Mary's update below.

### *Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, April 13, 2020 2:12 PM

To: 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

Subject: FW: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

I think this property owner is going to have to work with Wells Fargo on where this payment ended up. His full account number is 00020-82148-33003 – but if you look at the back up - the last five digits are 03003. Wells Fargo should be able to put a trace on it for him. I can try having WM research it also - but he should also work with Wells Fargo.

Mary Patch

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From: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)> 's

Sent: Monday, April 13, 2020 11:28 AM

To: Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>

Subject: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,  
Please see attached.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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

Sent: Monday, April 13, 2020 11:06 AM

To: [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

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

Subject: RE: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

There may be something wrong with that file. For some reason I can no long open it so I am attaching the jpg just in case.



**Clare Pillsbury**

*Management Assistant I*

Saint Paul Public Works

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Saint Paul, MN 55102

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, April 13, 2020 10:54 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

I have attached the account statement from the property owner.

Thank you.



**Clare Pillsbury**

***Management Assistant I***

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, April 13, 2020 10:44 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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Clare,  
Please see Mary's request below.

***Greg Revering***  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, April 13, 2020 10:04 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Could the city please provide me with whatever documentation the resident sent to them showing their payment to WM.

As I stated previously I can't find where it was applied and if they have something that could help me research it that would be great.

Thanks  
Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, April 10, 2020 12:54 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,  
Please see information below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, April 10, 2020 12:35 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Hello Mary,

We just received documentation from the property owner that there was a payment made to Waste Management on 10/21/2019 for \$102.44, This appears to have been a payment made to an account ending in 3003. Is that the account for 876 Arkwright Ave?

As its pretty clear from the account statement that the property owner provided, there was a withdrawal from the account for \$102.44 due to a payment made to Waste Management. Would there be a reason that a payment made on 10/21/2019 would not show up on billing record? Does this individual have any other accounts with Waste Management?

Thank you!



**Clare Pillsbury**

*Management Assistant I*

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)> /  
**Sent:** Monday, April 6, 2020 5:19 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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Clare,  
Please see information below from WM.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, April 6, 2020 4:38 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

This is what I have - I show last payment in July 2019

8283464	07/18/19	ONLINEPMT	PMT	SLB		102.44	.00
8381695	10/05/19	MISC TAX	INV	T1A	7.25		7.25
8381695	10/05/19	MISC TAX	INV	T1I	20.82		28.07
8381695	10/05/19		INV	06A	74.37	102.44	
8381695	10/30/19	FIN CHRG	FIN	LPR	5.12		107.56
8381695	11/26/19	FIN CHRG	FIN	LPR	5.12		112.68
8381695	01/02/20	FIN CHRG	FIN	LPR	5.12		117.80
8381695	01/03/20	ST PAUL BAL	PMT	MSC		117.80	.00

No payment for 4<sup>th</sup> Qtr 2019 and they did pay 1<sup>st</sup> Qtr 2020 on 1.23.20.

Is it possible that she paid the hauler that services another of their properties at 1876 Mechanic Ave twice instead of paying WM.

Thanks  
Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, April 6, 2020 4:11 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,  
Please see billing question below.

**Greg Revering**

Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
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**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

**Property Address & PID:** 876 ARKWRIGHT ST (PID: 292922320092)  
**Property Owner:** Vang, Ka Houa Moua  
**Phone Number or Email:** 651-308-1659; [maoxiong6@gmail.com](mailto:maoxiong6@gmail.com)  
**Pending Assessment Amount:** \$117.80  
**Quarter Pending Assessment is For:** Garbage Service Large Cart weekly; 3 Late Fees; Oct 1-Dec 31 2019

**Summary of Issue:** Property owner stated that she already paid her Q4 2019 bill. Please provide billing and payment history for Q3 2019 - Q1 2020.

Thank you!



**Clare Pillsbury**

**Management Assistant I**

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