

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, June 28, 2022 11:28 AM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: FW: FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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

Please see ADS update.

*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:** Shannon, Kimberly <kshannon@wm.com>  
**Sent:** Tuesday, June 28, 2022 11:00 AM  
**To:** grevering.sph@gmail.com; Ketchum, Julie <JKetchum@wm.com>  
**Cc:** Patch, Mary <mpatch@wm.com>; Koupal, Matthew <mkoupal@wm.com>  
**Subject:** RE: FW: FW: FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

As mentioned previously I did not get a UDRF. There was a note on the hauler update that stated pending and did nothing at the time with the account.

**Thank you**

**Kim Shannon | Operations Specialist-Scale House Operator**



309 Como Avenue | Saint Paul | MN 55103

T: 651-768-5270 | E: [kshannon@wm.com](mailto:kshannon@wm.com)

Connect with us: [wastemanagement.com](http://wastemanagement.com) [Facebook](#) [YouTube](#)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, June 28, 2022 10:26 AM  
**To:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>; Ketchum, Julie <[JKetchum@wm.com](mailto:JKetchum@wm.com)>  
**Cc:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>; Koupal, Matthew <[mkoupal@wm.com](mailto:mkoupal@wm.com)>

**Subject:** [EXTERNAL] FW: FW: FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

Kim,  
Please see attached and information from Clare.

*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:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Tuesday, June 28, 2022 10:02 AM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Kim. I am confused why nothing was done to implement the UDRF. It does look like they were issued a building permit for a single family dwelling (see attached).

I will be removing the Q1 2022 assessment as well.

Best,

Clare Pillsbury

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Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Tue, June 28 at 9:42, Consortium wrote:

Please see ADS update.

**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:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>

**Sent:** Tuesday, June 28, 2022 7:11 AM

**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>; Miron, Julie <[jmiron@wm.com](mailto:jmiron@wm.com)>

**Cc:** Koupal, Matthew <[mkoupal@wm.com](mailto:mkoupal@wm.com)>; 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** RE: FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

On the update spreadsheet from 11/9/21 it states 331 Lawson Ave w- Pending so nothing was done at that time.

3/8/21 customer called stating they had a house fire and customer service let them know the procedure for stopping service.

There are no notes in for 2022.

So they were billed for Q1

\$42.99 Trash

\$42.99 Trash

\$8.38 MN Taxes

\$24.07 Ramsey Taxes

\$5.92 Late fee.

There are no notes in TRUX stating this is no longer a duplex.

Thank you

**Kim Shannon**

Operation Specialist

Operations

[kshannon@wm.com](mailto:kshannon@wm.com)

T: 651.768.5270

309 Como Ave

St. Paul, MN 55103



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

**Sent:** Monday, June 27, 2022 3:48 PM

**To:** Shannon, Kimberly <[kshannon@wm.com](mailto:kshannon@wm.com)>; Miron, Julie <[jmiron@wm.com](mailto:jmiron@wm.com)>

**Cc:** Koupal, Matthew <[mkoupal@wm.com](mailto:mkoupal@wm.com)>; 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Subject:** FW: [EXTERNAL] FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March))  
- Assessment Inquiry

See account G40-4280 – can you check out TRUX to see if you can find anything on the fact that they should have been on hold since 11.9.21 to 5.22.22.

5.22.22 is when they started service again. WM gave them credit for no service from 4.1.22 to 5.21.22.

**This question is for the city**

**There is also a note on the account that states “because of the fire – the house is no longer a duplex” - do you show anything on the city end to back up that claim. He did order 2-96 gal trash carts when they restarted service in May?**

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, June 27, 2022 2:29 PM

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

**Subject:** [EXTERNAL] FW: 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

**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:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>

**Sent:** Monday, June 27, 2022 2:20 PM

**To:** Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>

**Subject:** 329 Lawson Ave W, Saint Paul, Minnesota, 55117 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 329 Lawson Ave W, Saint Paul, Minnesota, 55117. Please forward to Waste Management for their input.

**Ticket ID#:** 9645

**Ticket Requester:** Kenneth Burnett

**Ticket Requester Email: (if available)** [kenneth.burnett@state.mn.us](mailto:kenneth.burnett@state.mn.us)

**Ticket Request Phone Number: (if available)** 16512603828

**Property ID #:** 252923130071

**Property Address:** 329 Lawson Ave W, Saint Paul, Minnesota, 55117

**Quarter Pending Assessment is for:** Quarter 1 (January - March)

**Billing year for Pending Assessment:** 2022

**Pending Assessment Amount:** \$124.35

**Hauler:** Waste Management

**Ticket Comments:** Property owner stated that they submitted a UDRF in November 2022. City records show that a UDRF was submitted to ADS on 11/9/2021. However this does not appear to have been applied to the account. In February 2022 staff contacted WM/ADS to complain the the UDRF had not been applied. **Please explain why the property owner has continued to get billed for this account despite the city contacting ADS/WM several times to ensure that the UDRF had been applied to the account and provide the following information for Q4 2021 - Q2 2022:**

- Any UDRF or Service Holds applied to the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

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