Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, January 26, 2022 12:32 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see update from Highland.

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

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>
Sent: Wednesday, January 26, 2022 12:26 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

We have scheduled them to have (2) 96 gallon carts at this location this Friday, January 28, 2022.

The assessment is correct and should not be reduced. I have no way of knowing if they were setting out a 96 gallon cart or a couple bags if there cart was allegedly missing or also not knowing when their cart supposedly went missing.. We never removed the cart, therefore our drivers would have removed the correct volume. Their tenants originally informed them that they didn't have any carts there and I sent in a picture showing they had at least one cart there.

I have contacted the new owner to let him know of the cart delivery on this Friday and to have the old cart out to be swapped.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Friday, January 21, 2022 11:35 AM
To: info@highlandsanitation.com

Subject: FW: FW: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Sue,
Please see request from Clare.

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Friday, January 21, 2022 10:57 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello Sue,

They are reporting that they did not have a 64-gal cart when they purchased the property in September. Is there a chance that the cart may have been removed? If so, then we would look at reducing the Q4 2021 assessment to just reflect the 96-gal cart.

Also, the property owner is requesting that Highland call them to schedule a drop off of a 96-gal cart at the property. They would like their service level to be for two 96-gal carts. Please confirm once you have scheduled the cart drop off with the property owner.

Thank you.

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
https://www.stpaul.gov/garbage

On Thu, January 20 at 16:29, Consortium wrote:

> Please see update from Highland.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>
Sent: Thursday, January 20, 2022 3:59 PM
To: grevering.sph@gmail.com
Subject: RE: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Yes, they are being billed for a 96 gallon cart and a 64 gallon cart.

Can you or the property owner let me know if they are missing the 64 gallon? The driver has not seen that cart for sometime.

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Thursday, January 20, 2022 12:03 PM
To: info@highlandsanitation.com
Subject: FW: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Sue,

Please see request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Thursday, January 20, 2022 11:03 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Sue. Can you confirm the cart sizes that were on site? From the billing, it looks as though they had a 96-gal and a 64-gal cart. Is that correct?

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
https://www.stpaul.gov/garbage

On Wed, January 19 at 17:01, Consortium wrote:

Please see update from Highland.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>
Sent: Wednesday, January 19, 2022 4:04 PM
To: grevering.sph@gmail.com
Subject: RE: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Please see attached photo showing the 95 gallon cart up by the house. I checked with my driver and he informed me that they have just been putting the 95 gallon cart out for pickup. We have never scheduled a removal of any carts at this address.

I have also attached an account history for this address. I don't believe I have gotten anything on the sale of this property so any invoices and late notices have been going to the old owner. Do you have information for the new owner?

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Wednesday, January 19, 2022 3:45 PM
To: info@highlandsanitation.com
Subject: FW: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Sue,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, January 19, 2022 2:54 PM

To: Consortium <grevering.sph@gmail.com>
Subject: 505 Farrington St, Saint Paul, Minnesota, 55103 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 505 Farrington St, Saint Paul, Minnesota, 55103. Please forward to Highland Sanitation for their input.

Ticket Requester: Shawn Baxter

Ticket Requester Email: (if available) sbaxter101@gmail.com

Ticket Request Phone Number: (if available) +1 (801) 915-0351

Property ID #: 362923130203

Property Address: 505 Farrington St, Saint Paul, Minnesota, 55103

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: $225.44

Hauler: Highland Sanitation

Ticket Comments: Property owner stated that when they purchased the property in October 2021 there were no carts at the property. **Please verify whether there had been any cart removals prior to October 2021 and provide the following information for Q3 - Q4 2021:**

- Service Level (Size and Number of Carts)

- Any changes/updates 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
https://www.stpaul.gov/garbage