Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, March 22, 2022 9:05 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: Fwd: 999 Armstrong Ave, Saint Paul, Minnesota, 55102 - (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 Advanced.

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

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Tuesday, March 22, 2022 9:03 AM
To: Greg Revering <grevering.sph@gmail.com>; Miron, Julie <jmiron@wm.com>
Subject: RE: Fwd: 999 Armstrong Ave, Saint Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

The account has been closed since 10/1/21.
Joe called on 10/21/21 asking if we could lower the service because his mother does not generate that much garbage. I let customer service know that the best we could do is the EOW 35gallon. On 12/16/21 Joe called back and talked to customer service and stated his mother is now in assistant living. Customer service then reached out to me and I had the account closed as vacant starting back to 10/1/21. During all of these conversations Q4 was tax rolled and should not have been. The credit on the account would have taken care of the Q4 invoice.
$50.10 Trash
$4.88 MN Tax
$14.03 Ramsey Tax
$6.90 late fees

I will adjust all of that off so there will be a zero balance.

Thank you

Kim Shannon | Operations Specialist

309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | **E: kshannon@wm.com**
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From: Greg Revering <grevering.sph@gmail.com>
Sent: Tuesday, March 15, 2022 1:46 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Subject: [EXTERNAL] Fwd: 999 Armstrong Ave, Saint Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

Kim,
Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

> **From:** "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
> **Date:** March 15, 2022 at 1:31:30 PM CDT
> **To:** Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
> **Subject: 999 Armstrong Ave, Saint Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry**
> **Reply-To:** City of Saint Paul <support@saintpaul.zendesk.com>
>
> Hello,
>
> We've received an Assessment Inquiry for 999 Armstrong Ave, Saint Paul, Minnesota, 55102. Please forward to Advanced Disposal for their input.
>
> **Ticket Requester:** Joseph D Klainert
> **Ticket Requester Email: (if available)** klainert@msn.com
> **Ticket Request Phone Number: (if available)** 1 (218) 349-3371
> **Property ID #:** 112823320035
> **Property Address:** 999 Armstrong Ave, Saint Paul, Minnesota, 55102
> **Quarter Pending Assessment is for:** Quarter 4 (October - December)
> **Billing year for Pending Assessment:** 2021
> **Pending Assessment Amount:** $75.91
> **Hauler:** Advanced Disposal
> **Ticket Comments:** Joe stated that the property owner, their mother, was moved to assisted living facility in last year. They called Advanced Disposal in October after to cancel service. After receiving notices about an unpaid garbage invoice, they called Advanced Disposal again to pay the invoice over the phone. When they spoke with CSR, they stated that the property owner had a credit on the account but that the property owner would have to speak to the city about the assessment. They have been paying garbage bills, despite the property still being vacant. According to city records there was a vacancy request submitted on 11/15/2021 that should have been applied. P**lease**

confirm that the property owner has been credited for the time period of 11/15/2021 - 12/31/2021 and provide the following information for Q3 2021 - Q1 2022:

- Any changes made to the account
- Itemized copy of invoice (with late fees and credits)
- 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

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