

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, April 5, 2022 3:20 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (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, April 5, 2022 2:02 PM
To: grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>
Cc: Patch, Mary <mpatch@wm.com>; Koupal, Matthew <mkoupal@wm.com>
Subject: RE: FW: FW: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Clare,

As I mentioned on the 1st email the account is a bit of a mess.

Q3

\$148.74 Trash

\$14.50 MN Tax

\$41.65 Ramsey Tax

Payment 10/25/21 \$189.77

\$147.94 was a credit off the Q1 invoice for services not rendered. They made a payment on 1/5/22 in the amount of \$79.71. On 2/21/22 ADS refunded them \$79.71 in which left their balance at Zero. The only thing that I show that was tax rolled is \$15.12 and I told you I would credit that off so with that being said why would there still be an assessment on a zero balance account?

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

Sent: Tuesday, April 5, 2022 1:14 PM

To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>

Cc: Patch, Mary <mpatch@wm.com>; Koupal, Matthew <mkoupal@wm.com>

Subject: [EXTERNAL] FW: FW: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Kim,
Please see question 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: Tuesday, April 5, 2022 11:52 AM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: FW: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Kim. **Do you know why were they charged from 7/1/2021 - 12/31/2021 on their Q4 2021 invoice? Or is that not included in the account notes? Please also provide the following information for Q3 2021:**

- Itemized breakdown of invoice
- Any changes made to the account
- Payment history
- Contact with property owner

Also the total amount of credits that ADS provided does not seem to match up with the amount of \$189.77. However, it looks as though ADS did only provided a credit of \$147.94 for that time period. You did state that there was a refund of \$79.71. Was this in addition to the the credit of \$147.94? **As there is a hearing for this property this week, please provide all the requested information by tomorrow at 12:00 PM.**

Best,

Clare Pillsbury

--

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 Tue, April 5 at 10:21, Consortium wrote:

Please see update from Frances.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Tuesday, April 5, 2022 10:12 AM
To: grevering.sph@gmail.com; Miron, Julie <jmiron@wm.com>
Cc: Patch, Mary <mpatch@wm.com>; Koupal, Matthew <mkoupal@wm.com>
Subject: RE: FW: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

I thought I explained all below.

Q4 Invoice was paid 10/25/21

Q1 Invoice was paid on 1/5/22 in the amount of \$79.71 which was refunded back to the resident.

This one is a bit of a mess. They were billed for 7/1/21 through 12/31/21. Amount \$204.89, they paid \$189.77, there was a late fee of \$15.12 that was tax rolled 1/4/22. Then on Q1 there was a credit given from 7/2/21 through 12/31/21 in the amount of \$147.94 and all said and done we ended up refunding them \$79.71 so at this time I will just credit the late fee of \$15.12 that was tax rolled. There are no notes in the account so I do not know what happened.

No conversations recorded.

I know have very limited access to the ADS system.

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

Sent: Tuesday, April 5, 2022 10:00 AM

To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>

Cc: Patch, Mary <mpatch@wm.com>; Koupal, Matthew <mkoupal@wm.com>

Subject: [EXTERNAL] FW: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Kim,

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: Tuesday, April 5, 2022 9:48 AM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Have we received a response for this one? If not, please respond by tomorrow at 12:00 PM.

Best,

Clare Pillsbury

--

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, March 30 at 13:31, Clare Pillsbury wrote:

Also, its not clear when they paid their Quarter 4 2021 invoice or what all the charges were for. **Please provide the following information for Q4 2021 - Q1 2022 so that I am able to give the property owner a comprehensive overview of their billing and payment history:**

- Itemized breakdown of invoice
- Any credits or late fees added
- Payment history (date and amount)
- Contact with property owner

Thank you!

Clare Pillsbury

--

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, March 30 at 13:27, Clare Pillsbury wrote:

Thank you Kim. I will just go ahead and remove the assessed amount of \$15.12.

Best,

Clare Pillsbury

--

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, March 30 at 9:28, Consortium wrote:

Please see update from ADS/WM.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, March 30, 2022 9:13 AM
To: Shannon, Kimberly <kshannon@wm.com>; 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Miron, Julie <jmiron@wm.com>
Subject: RE: FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Thanks Kim

From: Shannon, Kimberly <kshannon@wm.com>
Sent: Wednesday, March 30, 2022 8:58 AM
To: Patch, Mary <mpatch@wm.com>; 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Miron, Julie <jmiron@wm.com>
Subject: RE: [EXTERNAL] FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Q4

This one is a bit of a mess. They were billed for 7/1/21 through 12/31/21. Amount \$204.89, they paid \$189.77, there was a late fee of \$15.12 that was tax rolled 1/4/22. Then on Q1 there was a credit given from 7/2/21 through 12/31/21 in the amount of \$147.94 and all said and done we ended up refunding them \$79.71 so at this time I will just credit the late fee of \$15.12 that was tax rolled. There are no notes in the account so I do not know what happened.

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: Patch, Mary <mpatch@wm.com>

Sent: Wednesday, March 30, 2022 8:15 AM

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

Cc: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>

Subject: RE: [EXTERNAL] FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

This request was actually for 1187 Maryland Ave E G40-3572

So Kim or Julie can you please provide the city with the information they need.

Thanks

Mary Patch

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

Sent: Tuesday, March 29, 2022 7:08 PM

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

Subject: [EXTERNAL] FW: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

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: Tuesday, March 29, 2022 3:38 PM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Have we received a response for this? If not, please respond by tomorrow at 4:00 PM.

Thank you !

Clare Pillsbury

--

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, March 24 at 10:22, Clare Pillsbury wrote:

My apologies Mary. It looks like we should have put in 1187 Maryland Ave E as the address. Please provide the requested information for that address.

Thank you!

Clare Pillsbury

--

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, March 23 at 18:31, Consortium wrote:

Please see WM update.

Sent from my iPhone

Begin forwarded message:

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

Date: March 23, 2022 at 4:30:46 PM CST

To: Greg Revering <grevering.sph@gmail.com>, "Shannon, Kimberly" <kshannon@wm.com>, "Miron, Julie" <jmiron@wm.com>

Subject: RE: Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry

Well I came up with 1187 Maryland Ave E St Paul

G40-3572

MP

From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, March 23, 2022 5:11 PM
To: Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>; Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (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 23, 2022 at 3:29:48 PM CST
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1717 Palace Ave, Saint Paul, Minnesota, 55105 - (Quarter 4 (October - December)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 1717 Palace Ave, Saint Paul, Minnesota, 55105. Please forward to Advanced Disposal for their input.

Ticket Requester: Larachel Porter

Ticket Requester Email: (if available) lporter2011@gmail.com

Ticket Request Phone Number: (if available) 1-651-276-4177

Property ID #: 212922440023

Property Address: 1717 Palace Ave, Saint Paul, Minnesota, 55105

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

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$15.12

Hauler: Advanced Disposal

Ticket Comments: Property owner stated that they had paid their Q4 2021 invoice. **Please provide the following information for Q4 2021 - Q1 2022:**

- 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>

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