

Pillsbury, Clare (CI-StPaul)

Subject: FW: FW: FW: FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello Mai,

Can you add this email to the legislative hearing file for the above property? I just need the staff comments section updated to the following:

Current hauler records show that the first contact with the property regarding a temporary service hold was in February 2022. Based on the inquiry, the service hold was back dated to 1/1/2022. However, the property owner stated that they originally reached out to the hauler in November 2021 and was able to provide documentation of an email from the hauler that was sent on 11/24/2021 and included instructions on how to request a temporary service hold as well as the temporary service hold form. The property owner stated that they filled out the temporary service hold form and mailed it back to hauler. The form appears to not have been applied as city records show that the property owner submitted an inquiry to the city on 2/1/2022 to find out why the temporary service hold had not been applied to the account. As a response to the inquiry, the hauler stated that customer service representative had found the application for the temporary service hold after speaking to the property owner and had applied the temporary service hold to be effective as of 1/1/2022. Based on the fact that there does appear to have been a delay in applying the temporary service hold, staff recommends removing the assessment.

I also need the attachment for this email added to the file. Its just a copy of an email that the hauler sent to the property owner regarding a temporary service hold.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program
Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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

Sent: Tuesday, April 19, 2022 12:42 PM

To: Support (Zendesk) <support@saintpaul.zendesk.com>

Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: FW: FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

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

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, April 19, 2022 11:56 AM

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

Subject: RE: FW: FW: FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

What I have listed below is the reply I sent in regards to this issue.

She called us in Feb 2022 about a vacation hold - we did back date it to 1.1.22

She called CE yesterday and was told that.

Mary Patch

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

Sent: Tuesday, April 19, 2022 11:44 AM

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

Subject: [EXTERNAL] FW: FW: FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (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, April 19, 2022 11:31 AM

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

Subject: Re: FW: FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Have we received a response on this one? **If not, please respond by today at 4:00 PM.**

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 Mon, April 18 at 11:25, Clare Pillsbury wrote:

Thank you Mary. I spoke to the property owner again and they stated that they called WM to submit a service hold in November and were told that they would be sent an email with the service hold attached. However, this email was never sent. When the property owner called back in December, they were told that the email had been entered incorrectly. Are there records of the property owner calling in November to request a service hold? Please confirm and send all records of contact with the property owner from Q4 2021 - Q1 2022.

As there is a hearing for this property this week, please respond by 4:00 PM today.

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
<https://www.stpaul.gov/garbage>

On Fri, April 15 at 15:04, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, April 15, 2022 2:05 PM

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

Subject: RE: FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

She called us in Feb to state her account should be on vacation or service hold – CE could not find any paperwork from her.

But she put a stop on the account as of 1.1.22.

4th Qtr 2021 Billing – she had a carryover credit from 3rd Qtr 2021. We billed her 32 gal weekly service, taxes and 3 finance charges. So she did not pay us the balance on 4th Qtr.

10/05/21	MISC TAX	INV T1A	4.88	38.60-
10/05/21	MISC TAX	INV T1I	14.03	24.57-
10/05/21		INV 06A	50.10	25.53
10/27/21	FIN CHRG	FIN LPR	1.27	26.80
11/29/21	FIN CHRG	FIN LPR	1.27	28.07
12/28/21	FIN CHRG	FIN LPR	1.27	29.34
01/06/22	ST PAUL BAL	PMT MSC	29.34	.00

1st Qtr 2022 Billing – she was billed for 32 gal weekly service and taxes. Canceled account as of 1.1.22 – so Jan to March charges were credited off.

01/06/22 MISC TAX	INV T1A	4.94	4.94
01/06/22 MISC TAX	INV T1I	14.20	19.14
01/06/22	INV 06A	50.70	69.84
04/05/22 MISC TAX	INV T1A	4.94	64.90
04/05/22 MISC TAX	INV T1I	14.20	50.70
04/05/22	INV 06P	50.70	.00
	Tot	.00	

Mary Patch

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

Sent: Friday, April 15, 2022 11:08 AM

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

Subject: [EXTERNAL] FW: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

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: Friday, April 15, 2022 9:27 AM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1605 Western Ave N, Saint Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1605 Western Ave N, Saint Paul, Minnesota, 55117. Please forward to Waste Management for their input.

Ticket Requester: Sabrina Mayer

Ticket Requester Email: (if available) sabrina.mayer109@gmail.com

Ticket Request Phone Number: (if available) +1 (612) 298-1969

Property ID #: 272922440082

Property Address: 1605 Western Ave N, Saint Paul, Minnesota, 55117

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

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$29.34

Hauler: Waste Management

Ticket Comments: Property owner stated that they have a vacation hold and didn't know why they got a bill.
Please confirm whether a service hold request was received for this property and provide the following information for Q4 2021 - Q1 2022:

- Record of service holds or vacancies

- 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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