

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, April 27, 2022 3:30 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry
Attachments: 858 Stickney St History Request.pdf; 858 Stickney St Invoices.pdf
Follow Up Flag: Follow up
Flag Status: Completed

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

Please see attached invoices 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, April 27, 2022 2:34 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Please see attached history and invoices.

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, April 27, 2022 1:40 PM
To: info@highlandsanitation.com
Subject: FW: FW: FW: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Sue,
Please see question from Clare.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, April 27, 2022 12:54 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

This one belongs to Highland

MP

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 27, 2022 11:54 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 858 Stickney St, Saint Paul, Minnesota, 55107 - (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: Wednesday, April 27, 2022 11:29 AM
To: Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Mary. Please provide an itemized breakdown of the invoice, including the total amount of late fees. As we may have to schedule a hearing for this property next week, we will need a response by **12:00 tomorrow**.

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 Thu, April 21 at 7:48, 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, April 20, 2022 10:47 PM

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

Subject: RE: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Prior to the Q4 2021 invoice going out, one of our CSR's copied their service address over the billing address and we were not notified until January 27, 2022.

On January 27, 2022, we were notified by the homeowner that they never received their Q4 2021 invoice. This invoice had previously been sent to the City of St. Paul for collection. On January 27, 2022, I have a note on the account that I had notified the City of St. Paul to remove the late fees of \$14.86 for the Q4 2021 invoice and that they just owed for the original invoice of \$98.97.

During that conversation on January 27, 2022, I had also corrected their billing address and emailed them an invoice for Q1 2022. They also received their late notice at their correct home address on February 1, 2022, March 1, 2022 and April 1, 2022.

There was no delay in correcting their billing address. It was corrected the day that we were notified of it and an invoice emailed to them the same day.

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

From: Greg Revering [<mailto:grevering.sph@gmail.com>]

Sent: Wednesday, April 20, 2022 3:10 PM

To: Sue Stewart

Subject: Fwd: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry

Please see request below

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>

Date: April 20, 2022 at 2:06:17 PM CDT

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

Subject: **Re: 858 Stickney St, Saint Paul, Minnesota, 55107 - (Quarter 4 (October - December)) - Assessment Inquiry**

Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

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

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 17:03, Clare Pillsbury wrote:

Hello,

We've received an Assessment Inquiry for 858 Stickney St, Saint Paul, Minnesota, 55107. Please forward to Highland Sanitation for their input.

Ticket Requester: Eman Youssef Khalil

Ticket Requester Email: (if available) abdelkodous23@gmail.com

Ticket Request Phone Number: (if available)

Property ID #: 092822330082

Property Address: 858 Stickney St, Saint Paul, Minnesota, 55107

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

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$14.85

Hauler: Highland Sanitation

Ticket Comments: Property owner stated that they never received the invoice at their current billing address of 1320 9th Ave S. By the time they were able to resolve the issue and ensure that the account had the correct mailing address, it was January 27. **Please explain why there was a delay in updating the mailing address and provide the following information for Q4 2021 - Q1 2022:**

- Mailing address for 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>

Recycling is a good thing. Please recycle any printed emails.