

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, March 17, 2020 9:30 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 1244 LINCOLN AVE - (Q4) Assessment Error/Complaint Inquiry
Attachments: RE: [EXTERNAL] FW: Rick Stout 1244 Lincoln Ave St Paul

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 16, 2020 12:43 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 1244 LINCOLN AVE - (Q4) Assessment Error/Complaint Inquiry

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

Chris,
Please see attachment and information below.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, March 16, 2020 11:49 AM
To: grevering.sph@gmail.com
Subject: RE: FW: 1244 LINCOLN AVE - (Q4) Assessment Error/Complaint Inquiry

Attached is a response that I had sent on 2.5.20 about his missing cart.
That comment about us being out of 32 gal city trash carts back in Jan 2019 is a new complaint from Mr. Stout – I don't think he mentioned that at all previously and I see that we clearly removed the 64 gal trash cart he had and delivered him a 32 gal trash cart on 1.10.19.
So again, as I stated in my original e-mail - why did he wait until Oct 2019 to state that he never got that 2nd trash cart in January 2019. Why did he keep paying us and then not pay the 4th Qtr Billing and he has paid us for 1st Qtr 2020. Something is not right with this complaint.
As I stated on the attached e-mail, I'm willing to completely reverse the 4th Qtr Assessment and nothing more. Especially when you wait 10 months to say anything at all.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 16, 2020 10:17 AM

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

Subject: [EXTERNAL] FW: 1244 LINCOLN AVE - (Q4) Assessment Error/Complaint Inquiry

Mary,

Please see information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Monday, March 16, 2020 10:08 AM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: 1244 LINCOLN AVE - (Q4) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1244 LINCOLN AVE (PID: 032823420059)

Property Owner: Stout, Rick R

Phone Number or Email: 6516902566; rickstout03@yahoo.com

Pending Assessment Amount: \$161.77

Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Resident stated that they were paying for 2 containers from 1-7-19 to 10-5-19 but only had during Q4 2019 one because Waste Management did not have any small containers on hand when they changed sizes in January. Please confirm this and provide information on which carts (size and quantity) were present at the property from 01-07-2019 – 12-31-2019. I also need an itemized breakdown of the bill.

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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