

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, June 30, 2020 4:46 PM
To: 'grevering.sph@gmail.com'; Swanson, Christopher (CI-StPaul)
Subject: RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

In the meantime, please have someone contact the resident to get their cart size switched. Once the resident has been contacted, please notify me as well.

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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From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, June 30, 2020 4:41 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Mary. I will give the property owner a call then.



Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, June 29, 2020 2:50 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, June 29, 2020 12:37 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

If she has been calling WM – I have no idea who she has been talking too.
There is absolutely no record of any calls or missed pick ups noted on her account.

The only service note I see on her account is from the dispatcher back in November 2018 – the driver had called into state that she had yard waste in her trash cart so he couldn't service it.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, June 29, 2020 10:50 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 341 DALY STREET- (Q1 2020) 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, June 29, 2020 9:43 AM
To: grevering.sph@gmail.com

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

Subject: 341 DALY STREET- (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 341 DALY STREET (PID: 112823110045)

Property Owner: JACQUELINE D MUNOZ

Phone Number or Email: 651-353-5019 ; munoz006@umn.edu

Pending Assessment Amount: \$114.34

Quarter Pending Assessment is For: Garbage Service Large Cart Weekly; 3 Late Fees; Jan 1-Mar 31 2020

Summary of Issue: Property owner stated that she had contacted Waste Management umtiple times from November 2018 – December 2018 about switching out her large 94-gal cart for a smaller cart. She also stated that she called again in the first few months of 2019 with the same concern after she had several missed trash pick ups at her property. Her last call to Waste Management was in April 2019. Can you please provide the following information:

- History of contact with property owner from Q4 2018 – Present
- Any documented missed pick ups from Q4 2018 – Present
- Any documented work orders for a cart removal/delivery to the property from Q4 2018 – Present

Thank you!



Clare Pillsbury

Management Assistant I

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