

## Vang, Mai (CI-StPaul)

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**From:** Vang, Mai (CI-StPaul)  
**Sent:** Thursday, August 27, 2020 2:55 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: FW: 1827 Hyacinth Ave - (Q1 & Q2 2020) Assessment Error/Complaint Inquiry

The AR got adopted 8/26. I prepare an amended resolution for 9/9 PH.

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**From:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Sent:** Friday, August 21, 2020 9:05 AM  
**To:** Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>  
**Subject:** FW: FW: 1827 Hyacinth Ave - (Q1 & Q2 2020) Assessment Error/Complaint Inquiry

Hello Mai,

Could you create an SR file to remove the Q1 2020 assessment for the property in question at the City Council Hearing? The reason being is that there was a temporary service hold for the property during that time that was never registered.

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Friday, August 21, 2020 9:03 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: FW: 1827 Hyacinth Ave - (Q1 & Q2 2020) Assessment Error/Complaint Inquiry

Thank you Mary. I will make sure that the assessments are removed.

**Clare Pillsbury**



**Management Assistant I**

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, August 18, 2020 1:29 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: FW: 1827 Hyacinth Ave - (Q1 & Q2 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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Tuesday, August 18, 2020 12:18 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: 1827 Hyacinth Ave - (Q1 & Q2 2020) Assessment Error/Complaint Inquiry

It's a beautiful day in the neighborhood.

I have listed below the notes on his account going back to 6.30.20 - apparently there were quite a few people who worked on this account but no one ever informed ME or the CITY apparently about taking his two assessments off of certification - I especially like the line I have highlighted in yellow about working with the city.

06/30/2020 10:31:41 ELEWIS8

CUSTOMER CALLED IN AND STATED THAT ACCOUNT SHOULD HAVE BEEN ON A VACATION HOLD JANUARY 1ST TO JULY 1ST SPOKE WITH VALERY CALLED IN DEC AND MAILED A LETTER TO MAKE REQUEST

06/30/2020 10:37:10 ELEWIS8 CREATED CASE UNR / USL CASE 9943495

07/06/2020 16:39:52 ELEWIS8

PER CALL PULL REQUEST NO LETTER WAS FOUND INDICATION VACA HOLD

07/09/2020 13:37:38 CCHRIST6

ESC-CUSTOMER CONFUSED ON VACA HOLD PROCESS WITH ST. PAUL. HE SENT IN LETTER WITH HIS PAYMENT ADV HE WAS GOING ON VACA AND TO HOLD HIS SERVICES. DIDN'T GET DONE. HE ADV HE CALLED IN OCT TO MAKE SURE AND WAS TOLD YES AND WOULD CALL HIM BACK AND NO CALL BACK. HE ADV HE SPOKE WITH VALERIE AND AGAIN WITH IVORY. ASKED WHAT NUMBER HE DIALED AND HE ISN'T SURE BUT KEPT SAYING WHO HE SPOKE WITH. PROVIDED HIM WITH THE CORRECT NUMBER TO DIAL AND ALSO ADV HIM OF THE CORRECT PROCESS TO FOLLOW FOR VACA HOLDS. WILL WORK WITH MICHELLE TO SEE IF ANYTHING CAN BE DONE TO ASSIST CUSTOMER. HE THINKS HE WOULD HAVE CALLED FROM NUMBER 651 774 8642 WILL DO A CALL PULL AS WELL. HE DOESN'T FEEL HE SHOULD HAVE TO PAY BECAUSE HE WASN'T ADV OF THE VACA HOLD PROCESS AND WHEN HE CALLED IN HE WAS NEVER TOLD

07/10/2020 08:55:25 CCHRIST6

DID DO A CALL PULL REQ AND CUST DID CALL IN ON 12.27 TO CHECK IF WE REC HIS NOTE WITH HIS PAYMENT TO PLACE ACCOUNT ON VACA HOLD.

07/10/2020 10:49:23 ELEWIS8 CREATED CASE ADJ / ADJ CASE 9967099

07/10/2020 10:50:56 ELEWIS8 CREATED CASE ADJ / ADJ CASE 9967108

07/10/2020 10:51:01 ELEWIS8

PER CALL PULL REQUEST MADE AN ADJ ON CX ACCOUNT DATING FROM JANUARY TO JULY 1ST 2020 CALLED CX COULD NOT REACH ADV CUSTOMER OF CREDITS ON ACCOUNT

07/20/2020 13:38:34 TKLAWES SERVICE PHONE CHANGED FROM 9999999999 TO 6517748642

07/20/2020 13:38:35 TKLAWES

CSC EMAIL, UPDATE PHONE

07/20/2020 13:50:28 JZIMMEL1

SPOKE W/ CUST ABOUT HOLD FORM AND THAT WE ARE WORKING W THE CITY TO REMOVE \$132.34 FROM THE TAXES DUE TO A HOLD NOT BEING PROCESSED - ALSO TOLD WHERE TO SEND THE FORM TO AND HOW TO GET THE FORM FROM US TO ENSURE IT COMES TO THE RIGHT PLACE - HE DOES NOT HAVE AN EMAIL SO EVERYTHING HAS TO BE MAILED

So they did give him a vacation credit from Jan 1<sup>st</sup> to July 1<sup>st</sup> of \$132.34 and it was reversed off of our holding account. So if you can remove that amount on your end. I'll have a few words with Customer Service

Thanks  
Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, August 18, 2020 11:23 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: 1827 Hyacinth Ave - (Q1 & Q2 2020) Assessment Error/Complaint Inquiry

Mary,  
Please see information and request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, August 18, 2020 11:02 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 1827 Hyacinth Ave - (Q1 & Q2 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

**Property Address & PID:** 1827 HYACINTH AVE E (PID: 232922330116)  
**Property Owner:** CLARK, MICHAEL S  
**Phone Number or Email:** Unknown  
**Pending Assessment Amount:** \$66.17; \$66.17  
**Quarter Pending Assessment is For:** Garbage Service and 3 Late Fees, Small, EOW; Jan-Mar 105; Delinquent Garbage Bill Q2 2020; Service Provided April to June 2020;small eow with late fees

**Summary of Issue:** Property owner was gone January – June. They submitted a temporary service hold and it wasn't implemented. When the property owner called Waste Management to report assessments for Q1 & Q2 2020, the CSR stated that they would take care of it and have the city remove the assessments. City Staff has had no communication with Waste Management regarding this property. Please confirm that a temporary service hold was submitted by the property owner and that the Q1 & Q2 2020 assessments should be removed.



**Clare Pillsbury**  
*Management Assistant I*

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Saint Paul, MN 55102

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