

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, September 29, 2020 12:35 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: FW: FW: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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>  
**Sent:** Tuesday, September 29, 2020 12:34 PM  
**To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>  
**Subject:** RE: FW: FW: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

Her vacation credit was \$100.71 – from that credit we reversed the \$66.17 that was sent to the city for assessment.

This is what she was billed for 4.5.20

04/05/20 MISC TAX	INV T1A	4.07	4.07
04/05/20 MISC TAX	INV T1I	11.70	15.77
04/05/20	INV 06A	41.79	57.56
04/27/20 FIN CHRG	FIN LPR	2.87	60.43
05/27/20 FIN CHRG	FIN LPR	2.87	63.30
06/26/20 FIN CHRG	FIN LPR	2.87	66.17

This was the credit given for vacation and the assessment reversal

06/29/20 CS# 9939189	ADJ 06C	20.90	45.27
06/29/20 CS# 9939189	ADJ T3A	2.04	43.23
06/29/20 CS# 9939189	ADJ T3I	5.86	37.37
06/29/20 CS# 9939189	ADJ RLR	2.87	34.50
06/29/20 CS# 9939189	ADJ RLR	2.87	31.63
06/29/20 CS# 9939189	ADJ RLR	2.87	28.76
06/29/20 CS# 9939189	ADJ 06C	41.79	13.03-
06/29/20 CS# 9939189	ADJ T3A	4.07	17.10-
06/29/20 CS# 9939189	ADJ T3I	11.70	28.80-
06/29/20 CS# 9939189	ADJ RLR	2.87	31.67-
06/29/20 CS# 9939189	ADJ RLR	2.87	34.54-
06/29/20 CS# 9939189	ADJ RLR	2.87	37.41-
07/02/20 CS# 9949477	PMT MSD	66.17	28.76

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, September 28, 2020 6:01 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

Mary,  
Please see 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:** Monday, September 28, 2020 5:47 PM  
**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: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

Thank you Mary. How much was the account credited for 1-1-20 to 5-19-20?

Also it looks like the current assessment is only \$28.00 . Can you provide a breakdown of the original invoice for Q2 2020 and any late fees that were added?



**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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[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, September 28, 2020 1:51 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: FW: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

Chris,  
Please see attached and info below 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:** Monday, September 28, 2020 1:47 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

Yes, Ms. Deming - I have attached the latest request for vacation she has made. Once again not on the correct form or even sent to the correct address – she wrote it on a past due letter that she had received and sent it to our Phoenix office.

This is the note that the customer service agent put on her account after leaving a voice mail message 9.24.20  
09/24/2020 08:19:20 JZIMMEL1  
LEFT VM THAT NEEDS TO CALL BACK TO GET FORM TO FILL OUT FOR FUTURE ONES  
BUT WILL BE PLACING ON HOLD FOR HER W WHAT SHE SENTR TO MARY PATCH

This is my note from 6.18.20- as to how I handled her vacation request for 2019/2020 - do you see a pattern here  
Did the same this year – see above

06/18/2020 12:06:34 MPATCH  
SHE HAD SENT HER 5.31.20 PAST DUE NOTICE TO PHOENIX WITH A NOTE  
STATING SHE HAD BEEN ON VACATION 11.19.19 TO 5.19.20 I SENT IT TO  
CE AND TOLD THEM TO CALL HER AND THIS IS THE E-MAIL I SENT  
SHE WOULD KNOW IF WE SPOKE ENGLISH IF SHE WOULD CALL US (READ THE TOP  
OF THE ATTACHMENT).  
SHE CLAIMS SHE WROTE US IN NOVEMBER THAT SHE WAS GOING ON VACATION -  
NOT SURE IF SHE MAILED IN THE VACATION FORM OR IF SHE SENT A LETTER TO  
CAROL STREAM AND WE NEVER GOT IT.  
ANYWAYS - AT THIS POINT BECAUSE ALL OF HER BALANCES GO TO THE CITY OF  
ST PAUL FOR CERTIFICATION (SHE DOESN'T LIKE THE PROGRAM IN THE FIRST  
PLACE) I WILL ONLY GIVE HER CREDIT FOR THE 1-5-20 BILLING (SINCE I CAN  
STILL HAVE THAT ONE REVERSED) AND THE 4-5-20 BILLING.  
IT WAS HER RESPONSIBILITY TO MAKE SURE SHE CONTACTED US -TO SEE IF WE  
GOT HER VACATION INFORMATION - SHE HAS GOTTEN TWO INVOICES AND AT LEAST  
SIX PAST DUE NOTIFICATIONS AND NEVER CALLED US.  
SO PLEASE CONTACT AND HER AND LET HER KNOW - WE WILL ONLY CREDIT HER FOR  
SERVICE FROM 1-1-20 TO 5-19-20.  
THAT IN THE FUTURE SHE FILL OUT THE VACATION HOLD FORM IN A TIMELY  
MANNER AND E-MAIL OR MAIL IT TO US AS DIRECTED - OR WE WILL NOT BE  
ISSUING HER ANY MORE CREDITS.  
LET ME KNOW WHAT SHE SAYS - SO I CAN PROCEED WITH HER ACCOUNT.  
PHONE NUMBER IS ON THE ACCOUNT

Here is the response the customer service agent put on her account when he called her on 6.19.20

06/19/2020 15:06:14 JHENDRI8  
CALLED HER BACK TOLD HER WHAT KIND OF A CREDIT WE ARE GIVING THEN SHE ST

ARTED COMPLAINING ABOUT THE PRICE IN ST PAUL I WAS LISTENING WHAT SHE HAD TO SAY AND THEN THE CALL DROPPED. BUT I DID TELL HER ABOUT THE CREDIT WE ARE GOING TO APPLY ISSUE RESOLVED ON THE CREDIT.

06/19/2020 15:31:14 JHENDRI8

CALLED HER BACK AND NO MORE ISSUES WE ARE GOOD ON THIS ACCOUNT.

So my understanding she was okay with how we were going to credit her account.

No more further adjustment to be given.

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:** Monday, September 28, 2020 11:45 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: Q2 2020 Assessment Inquiry 1562 Goodrich Ave

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:** Monday, September 28, 2020 11:44 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:** Q2 2020 Assessment Inquiry 1562 Goodrich Ave

Please forward to: WM

**Property Address & PID:** 1562 Goodrich Ave & 032823330121

**Property Owner:** KATHLEEN DEMING

**Phone Number or Email:** 651-699-8731

**Pending Assessment Amount:** \$66.17

**Quarter Pending Assessment is For:** Q2 2020

**Summary of Issue:**

Property owner stated that they were not properly credited for the six months that they were away last year (2019). Please confirm whether the property owner had a temporary service hold in place at any time during 2019. Please also provide all record of contact between WM and the property owner from Q1 2019 - Q3 2020.

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

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