

## Pillsbury, Clare (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Thursday, February 4, 2021 12:06 PM  
**To:** Swanson, Christopher (CI-StPaul); Black, Alisha (CI-StPaul)  
**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints

Done. Thanks Chris!



**SAINT PAUL**  
**MINNESOTA**

**Clare Pillsbury**  
Management Assistant I  
Saint Paul Public Works  
Pronouns: she/her/hers  
Saint Paul City Hall Annex  
15 W. Kellogg Blvd.  
Saint Paul, MN 55102  
P: 651-266-8862  
[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)  
[www.StPaul.gov](http://www.StPaul.gov)

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**From:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Sent:** Wednesday, February 3, 2021 1:34 PM  
**To:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>  
**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints

I think just look into removing due to the death.

cs

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, February 3, 2021 9:20 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints

Thanks Chris! Do you need anything from me on this? We can look into removing the Q3 and Q4 2020 assessments that are still pending since the vacancy was due to a death.



**SAINT PAUL**  
**MINNESOTA**

**Clare Pillsbury**

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Saint Paul Public Works  
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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, February 2, 2021 10:18 AM  
**To:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@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: Waste Management - St. Paul Customer Service / Operations Complaints

Response from WM.

cs

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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, February 1, 2021 5:06 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints

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

Chris,  
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:** Monday, February 1, 2021 5:04 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints

I guess what is his excuse for not paying us prior to Oct 2019 or after Feb 2020 – he has never paid us. He mentioned something about being transferred to WM Michigan – if anything it would have been to Texas. I’m also not sure where the “has to extend a hold every three months” is coming from.

These are the only notes I could find on his account - I have no idea what he called about but we did update his phone and e-mail address on the one listed below.

12/02/2019 10:25:42 OJONES3 SERVICE PHONE CHANGED FROM 9999999999  
TO 6512699717  
12/02/2019 10:25:43 OJONES3 BILLING PHONE CHANGED FROM 9999999999  
TO 6512699717  
12/02/2019 10:29:17 OJONES3 ADDED [presunity@hotmail.com](mailto:presunity@hotmail.com) TO SERVICE EMAIL

For this one if he has that e-mail trail then I would like to see it.

03/02/2020 10:38:09 UDARNELL  
KENNETH CI RE HIS SVC BEING ON HOLD ADVISED HIM NO HOLD ON ACT AND FORM  
HAS TO BE COMPLETED. HE STATED THAT HIS FATHER PASSED AWAY AND HE DID IT  
OVER THE PHONE WITH AN AGENT AND HAS AN EMAIL TRAIL EXPLAINED ONCE FORM  
IS RECVD COULD TAKE UP TO 5-7 DAYS TO BE RECVD & PROCESSED

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, February 1, 2021 4:06 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: Waste Management - St. Paul Customer Service / Operations Complaints

Mary,  
Please see billing issue 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:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, February 1, 2021 4:03 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Subject:** FW: Waste Management - St. Paul Customer Service / Operations Complaints

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**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Sent:** Monday, February 1, 2021 3:50 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** Waste Management - St. Paul Customer Service / Operations Complaints

Date	Property	Caller	Caller Contact	Issue Type	Complaint
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2/1/2021	889 Euclid Street	Ken Hamblin	651-269-9717	Billing Error/Issue (NOT Non-Payment)	Caller states that he called WM illness. The P/O states that at th and the supervisor he spoke to t that he would have to call every 2020 to extend the hold to due a just submitted a UDRF for this p hold starting in about October 2 time.
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**SAINT PAUL**  
MINNESOTA

## **Alisha Black**

### ***Office Assistant III***

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

**P:** 651-266-5692

**F:** 651-266-6222

[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)

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