



Tenant Profile | Mildy's Tax

## Mildy's Tax, Accounting & Insurance Services – Providing a Personal Touch All Year Round

Who knew an unplanned move, due to building renovation, would turn into such a good thing? Certainly not Mildy Genz, the owner of Mildy's Tax, Accounting & Insurance Services, who in 2002 moved into her skyway location in Wells Fargo Place. Genz has had a variety of locations in downtown St. Paul for the past 26 years, but none allowed her the visibility afforded by her current skyway location. Looking back now Genz said, "We were forced to vacate our previous location during construction on the Macy's skyway. It was a huge inconvenience at the time, but it turned out to be a blessing in disguise." Heavy skyway traffic going past her current location has allowed the business to expand greatly. Mildy's Tax Service currently meets the needs of hundreds of clients from the Greater Twin Cities area.



Offering personal and business tax, accounting, and insurance services, Mildy's Tax Service does not shut its doors after the April 15 tax rush like many income tax preparation establishments. The business serves the needs of individuals and small businesses from a wealth of industries year round and manages tax preparation, small business accounting services, personal and business insurance, and mortgage services.

With the recent economic downturn one might expect business to be slowing for Mildy's. Instead, Genz has seen an increase in business from clients who are turning to professional tax preparers

to ensure they get the biggest refund possible. She has added a second employee—a seasoned insurance agent—as well as added expanded payment options to meet the needs of clients who are more strapped for cash than usual.



"We've started accepting credit cards and taking fees out of refund checks to ensure that we can help those most in need of our services," said Genz.

Finding ways to help people is a standard operating procedure of Mildy's Tax Service. "I love connecting with people," said Genz. "I have been in business for such a long time that my clients have become personal friends. I've seen their children grow up and have kids of their own." It was a client who recommended that Genz add insurance services to her offerings a few years ago. Not only can Mildy's help individuals with personal, health, auto and home insurance, but it can handle all small business insurance needs from general liability and workers compensation to employee health and dental benefits.

"Our clients like our full range of services and our personal touch," said Genz. "We hold their hand and walk them through everything. We are here for them well after tax season ends." Genz's personal touch is visible on her website ([www.mildystax.com](http://www.mildystax.com)), which offers easy to understand tax changes and tax preparation forms to help individuals get their finances in order prior to filing taxes. Mildy's Tax, Accounting & Insurance Services will help you manage the things that seem unmanageable. With a personal touch.

**Mildy's Tax, Accounting & Insurance Services  
Why Wells Fargo Place?**

- Centrally located on the skyway level
- Highly visible location
- Majestic office view of the state capitol
- Welcoming reception area and private back offices



Though this issue of *WFP Link* is coming out near March 1, it is our first issue of 2010, which allows me time to reflect on the past year and to contemplate the year ahead. I want to thank those of you, either as users of the building or as experts in your own industries, who brought ideas to us to improve Wells Fargo Place in 2009. One of our most recent lighting retrofit projects came about thanks to the insight and information from an employee of a building tenant. In addition, and on behalf of everyone at Unilev, we are grateful to our tenants for their continued patronage and hope everyone was able to enjoy our holiday celebration lunch in December.

Despite the challenges 2010 will continue to bring, I believe the economy is trending up and I am optimistic about the year ahead. With that in mind, Unilev has or will be exploring ways to do things better—both proactively and reactively—at the building operations level. Already we are reviewing such areas as electric car charging stations, day-time cleaning, altered air-conditioning practices, different restroom paper dispensing systems, and energy efficiency lighting retro-fit projects in an attempt to do things “bigger, better, and faster,” if and where appropriate.

I am also pleased to announce the newest addition to our building staff team. Heide Kempf-Schwarze has joined Unilev as property manager for the building. I am confident

she will further elevate the high-level of customer service you have come to expect. Watch for a staff feature about Heide in the next newsletter.

Outside the walls of WFP, there are advancing efforts by many in the private and public sectors to build a new baseball stadium in Lowertown. Truly both a city and regional project, this facility would serve as the new home of the St. Paul Saints baseball team should it be built. It would also create a venue for other events—both baseball and non-baseball—in downtown St. Paul. This proposal seems to have good traction at many levels but is still far from becoming reality. It could be further aided by anyone who is willing to lend their support to the project. I see this as a great, and cost efficient, economic development project for St. Paul and the East Metro; one that will add to the vibrancy of downtown and help create jobs.

Finally, our beloved St. Paul Saints will be holding their annual “World’s Largest Game of Catch” in mid May. This event is held just a couple of blocks away from WFP, near the Securian buildings. More information will be coming as the event date approaches. It is a light and fun way to spend your lunch hour.

I hope you enjoy this issue of the *WFP Link*. As always, please contact the Office of the Building with questions, suggestions or needs.

## In the Community

### Wells Fargo Place Receives Golden Bloom Award

Bringing the exterior of WFP to life comes together beautifully for Carol Stoltzfus of Plants by Design, Incorporated. For the past several years, Stoltzfus has planted vibrant, raised-planter arrangements that suit the exterior granite craftsmanship of the building and make it “pop” to tenants and passerbys. On January 26, WFP and Plants by Design were honored for the building’s 2009 summer planters in the business/industrial category at the Ramsey County Golden Bloom Awards Ceremony. The annual award honors gardeners for achievements in five

areas: plant selection, design, visual impact, maintenance, and environmental impact. “People need a biophilic connection; they desire to connect with nature. Companies that recognize this, help their workers take a break from the workday and relieve stress,” said Stoltzfus. “I frequently receive comments from tenants on how nice the planters look and how grateful they are to have flowers at their workplace. Unilev is very appreciative of the work we do and we value the ability to work with them to help their tenants.”

### Holiday Luncheon

Thank you to everyone who attended the Holiday Luncheon in December. Here are some photos from the event.





## WFP Switches to Chilled Water Storage

Ensuring the most efficient use of heating and cooling in Wells Fargo Place, without sacrificing tenant comfort or the environment, is a priority for Unilev Management Services. In a proactive response to new Minnesota regulations protecting groundwater from potential chemical impacts of building, Unilev engineers have been focused on an extensive project to change the building's cooling system. The new system, chilled water storage, will be managed by District Energy St. Paul, Incorporated. By partnering with District Energy, WFP will free space that was once occupied by its on-site chillers and avoid the investment and ongoing costs of owning cooling equipment. In addition, the use of chilled water storage increases energy efficiency and reduces sulfur dioxide emissions that contribute to acid rain as well as carbon dioxide emissions that contribute to global warming.

"Moving to District Energy as our chilled water service provider was a safe choice based upon our history with them as a provider of hot water and their reputation in the market for providing top shelf reliability and customer service," said Patrick Skinner, Unilev General Manager. "The fact that District Energy is nationally recognized for being ahead of the curve regarding new and innovative practices and technologies to promote efficient, renewable energy production made our decision to convert to

purchased chilled water versus producing our own that much easier."

The system that WFP used prior to 2010 cooled the building by drawing in groundwater from three on-site wells to a storage tank in the basement. The new District Energy chilled water storage system utilizes chilled water that is produced at night using off-peak electricity and otherwise idle equipment. The chilled water is stored in off-site District Energy tanks and pumped to Wells Fargo Place during the day to meet peak cooling demands.

After 1,250 man-hours the transition to the new cooling system is almost complete. The building should be up to 100% full cooling capacity by March 1. New pipes to the District Energy storage tanks were laid under West 7th Street in 2008, during construction prior to the Republican National Convention. The old pipes have been dismantled and the three on-site wells will soon be capped. The only job remaining is to test the new pipes to ensure the cleanliness of circulating water. "This is a well thought, seamless transition that does not affect tenant comfort," said Rick Schorn, Unilev Chief Engineer.

"It has been an absolute pleasure to work with Wells Fargo, and Unilev, both as our customers and our colleagues within the downtown Saint Paul business community," said Nina Axelson, Director of Customer and Community Relations at District Energy. The partnership of Unilev and District Energy will provide reliable building cooling for years to come that will benefit tenants as well as the greater community.

### Initial Audit Results Show WFP Would Meet LEED Criteria

LEED, or Leadership in Energy and Environmental Design, is a voluntary, internationally recognized green building certification system. Buildings certified in LEED have developed improved performance strategies such as water efficiency, CO<sub>2</sub> emissions reductions, and improved indoor environmental quality. Based on initial audit results WFP would score 51, which is within the range for the Silver Certification level.



## Arnie Paulsen, Engineer for Wells Fargo Place



If you've ever relished escaping from the cold, winter weather into the warmth of the Wells Fargo Place building, you can thank Arnie Paulsen, building engineer. Paulsen is one of the three engineers responsible for Unilev's building management systems, including plumbing, electricity, air-conditioning, and ventilation. As part of his job he ensures the building systems run smoothly—and that they run well on the least amount of energy possible.

A building engineer for 11 years, Paulsen has worked for Wells Fargo Place for the last five. Over that time he has seen the building adapt energy efficient systems, such as energy efficient light bulbs and, most recently, district cooling (for more information on district cooling see our article on page 3). Said Paulsen, "technology is changing every day to make systems more efficient. Part of my job is to adapt to new and different circumstances. I like the challenges."

Managing the systems of a 37-story building is no easy feat – it keeps Paulsen and his colleagues on the go. A fast-paced lifestyle seems to suit Paulsen, and he stays busy in his personal life as well. Paulsen enjoys a variety of activities including hunting, archery, photography, and bicycling. He also finds time to travel with his wife, and has had numerous adventures cruising on the Mediterranean, scuba diving in Hawaii, and enjoying a

train ride to the top of the Zugspitze, a 9,718 foot mountain in Germany. "I go on vacation every year," said Paulsen, "except last year when both my daughter and son got married." A bigger family means more stories for Paulsen to tell over his ham radio, a hobby he has been doing for over 15 years.

You might be surprised to learn that Paulsen has the highest ham radio license one can obtain. He's talked to people from the Soviet Union and Europe and has mastered Morse Code which lets him overcome translation problems. A passion that started out with CB radios, Paulsen has talked to thousands of people over the years from numerous countries on his ham radio. He is also a strong promoter of his hobby in the community. He's even coaxed schoolchildren in Texas over their shyness to teach them how to communicate over the radio. "I've talked to people from all walks of life – from Minnesotans to military pilots on aircraft carriers on the ocean," said Paulsen. Paulsen even has a dual band radio in his truck that he can use for conversations during his commute from his home in the Hamm Lake area to downtown St. Paul. "You'd be surprised at how many people use a ham radio in Minnesota, both men and women. It's almost as common as cell phone usage." If you don't run into Paulsen when he's working on the Unilev team, there's a good chance you can catch him on the airwaves.

### In the Community

## WFP Safety Built on Strong Relationship

Wells Fargo Place is a safer building thanks to the St. Paul Police Department and Paul Paulos, Sergeant for the Downtown Patrol Unit. Although the Police Department has served the building for 23 years--since it was known as the Minnesota World Trade Center--Sergeant Paulos has seen the communication between the Unilev building management team and the police only strengthen over the past five years. Said Paulos, "We've formed a good partnership by reaching out to one another to ensure the ongoing safety and security of all tenants."

Along the way, both organizations have developed touchpoints that aide their relationship and bolster the downtown community, such as reconnecting during meetings of the St. Paul Building Owners and Managers Association (BOMA), an organization which provides leadership to the commercial real estate industry through legislative and regulatory advocacy, education, research, and informational networking.

"The great thing about working with people like Darrell Hockenberger and Pat Skinner at Wells Fargo Place is that

we can call each other for anything and always get an open and honest answer. This is not just a business relationship, but a personal one as well," said Paulos.



With one of the largest skyway systems in the U.S. and heavy traffic to and from the building in the cold winter months, a strong personal relationship ensures that tenants receive dedicated response to security and quality of life issues. And the strength of the relationship between the St. Paul Police and Unilev is built on mutual trust and responsiveness.

Paulos said, "As long as I have known the Unilev management at Wells Fargo Place, we have strived to communicate more than you would in a business relationship. We both really look at the personal side; this started out as a business relationship, but turned into a friendship that will hopefully be here long after I leave and well into the future."