Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com

Sent: Thursday, March 3, 2022 9:09 AM

To: Support (Zendesk)

Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)

Subject: FW: FW: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4

(October - December)) - Assessment Inquiry

Follow Up Flag: Follow up Flag Status: Completed

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

Please see update from WM.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com> Sent: Thursday, March 3, 2022 9:01 AM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) -

Assessment Inquiry

3rd Qtr Billing for Old Owner John D Le

96 gal trash service for July to Sept, taxes and 3 finance charges.

07/06/21	MISC TAX	INV	T1A	7.16	7.:	16
07/06/21	MISC TAX	INV	T1I	20.57	27.	.73
07/06/21	INV	06A	73	3.47	101.20	
07/28/21	FIN CHRG	FIN	LPR	5.06	106	.26
08/27/21	FIN CHRG	FIN	LPR	5.06	111	.32
09/27/21	FIN CHRG	FIN	LPR	5.06	116	.38
10/05/21	ST PAUL BA	L PN	1T MS	SC .	116.38	.00

3rd Qtr Billing for New Owner Maria Lopez

96 gal trash service from 5.9.21 to 9.30.21, taxes and one finance charge.

07/06/21 MISC TAX INV T1A 11.33 11.33 07/06/21 MISC TAX INV T1I 32.55 43.88 07/06/21 INV 06A 73.47 117.35 INV 06P 42.79 160.14 07/06/21 07/28/21 FIN CHRG FIN LPR 8.00 168.14 08/16/21 OTP-PRE-VISA PMT SLB 168.14 .00 From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Thursday, March 3, 2022 8:29 AM **To:** Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October -

December)) - Assessment Inquiry

Mary,

Please see request from Clare.

Greg Revering

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

763-295-2054

From: Clare (City of Saint Paul) < support@saintpaul.zendesk.com

Sent: Thursday, March 3, 2022 8:14 AM

To: Sarah Haas < sarah.haas@ci.stpaul.mn.us; Consortium < grevering.sph@gmail.com>

Subject: Re: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) -

Assessment Inquiry

Have we received a response for this inquiry? If not, please respond by 3:00 PM today.

Thank you.

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
https://www.stpaul.gov/garbage

On Mon, February 28 at 10:09, Clare Pillsbury wrote:

Thank you Mary. Our records don't show any payment in that amount either. Can you provide billing and payment history for Q3 2021 as well since there is a pending assessment? Also, since there were two accounts set up during Q4 2021, we will be reducing the assessment to \$101.23 to reflect the correct service level at the property.

Clare Pillsbury

--

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
https://www.stpaul.gov/garbage

On Thu, February 24 at 11:25, Consortium wrote:

Please see update from WM.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, February 24, 2022 9:28 AM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) -

Assessment Inquiry

Sorry, I'm late with a response – my internet went down Tuesday at 3/PM and wasn't back up until 3/PM yesterday

This one is interesting – since the previous owner never called to cancel service and we have still been billing him.

(The reason it wasn't caught when the new owner called in – is because we had the spelling of Parkway as PKY and not PKWY).

The new P/O called to set up service with us as of 5.9.21 (they had purchased the property as of 4.1.21).

They did pay us for 3rd Qtr 2021 for service from 5.9.21 to 9.30.21.

4th Qtr 2021 Billing - 1-96 gal trash cart, taxes and 3 finance charges. Note we sent \$116.38 for this owner.

10/05/21 MISC TAX INV T1A 7.16 7.16 10/05/21 MISC TAX INV T1I 20.57 27.73 INV 06A 73.47 10/05/21 101.20 10/27/21 FIN CHRG FIN LPR 5.06 106.26 11/29/21 FIN CHRG FIN LPR 5.06 111.32 12/28/21 FIN CHRG FIN LPR 5.06 116.38 01/06/22 ST PAUL BAL PMT MSC 116.38 .00

This is the 4th Qtr 2021 Billing for the previous owner John D Le

1-96 gal trash cart, taxes and 3 finance charges

10/05/21 MISC TAX INV T1A 7.16 7.16 10/05/21 MISC TAX INV T1I 20.57 27.73 10/05/21 73.47 101.20 INV 06A 10/27/21 FIN CHRG 5.06 FIN LPR 106.26 11/29/21 FIN CHRG FIN LPR 5.06 111.32 12/28/21 FIN CHRG FIN LPR 5.06 116.38 01/06/22 ST PAUL BAL PMT MSC 116.38 .00

Total of \$232.76 sent to the city/county for certification - so not sure where that money order for \$242.00 comes in to play.

I don't show a money order posted to either account and when the new P/O called us on 2.2.22 and mentioned that – the agent stated that they didn't see a money order posted. So if he sent one – where did he mail it to?
Getting back to the previous P/O - they never paid us for 1st Qtr 2021 – that went to certification (116.38).
Nor for 2 nd Qtr 2021 – which went to certification for \$315.96 – which included \$126 in extras from January 2021 that were picked up.
New P/O had purchased this property as of 4.1.21 – but didn't sign up for service with us until 5.9.21.
Nor for 3 rd Qtr 2021 - which went to certification for \$116.38 - new P/O would have been living here then.
Do you show any payments from anyone against those certification amounts?
Thanks
Mary Patch
From: grevering.sph@gmail.com <grevering.sph@gmail.com> Sent: Tuesday, February 22, 2022 6:42 PM</grevering.sph@gmail.com>
Sent: Tuesday, February 22, 2022 6:42 PM To: Patch, Mary < mpatch@wm.com >
Subject: [EXTERNAL] FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry
Mary,
Please see the information and request below.

Greg Revering Chief Manager St. Paul Haulers LLC. grevering.sph@gmail.com 763-295-2054 From: Clare (City of Saint Paul) < support@saintpaul.zendesk.com > Sent: Tuesday, February 22, 2022 3:26 PM To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us> Subject: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry Hello, We've received an Assessment Inquiry for 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130. Please forward to Waste Management for their input. Ticket Requester: Milton Rolando Palacios Ticket Requester Email: (if available) Ticket Request Phone Number: (if available) 16514471359 **Property ID #: 202922240135** Property Address: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 **Quarter Pending Assessment is for:** Quarter 4 (October - December) Billing year for Pending Assessment: 2021 Pending Assessment Amount: \$232.76

Hauler: Waste Management

Ticket Comments: Property owner wants to know why they owe for Quarter 4 2021. They stated that they sent the money order for \$242.00 around November 4, 2021. However, when they spoke to the CSR at WM, they stated that they had not received this payment. Please confirm whether this payment was received from the property owner and provide the following information for Q4 2021 - Q1 2022:
- Changes to the Account
- Itemized breakdown of invoice
- Payment History
- Contact with property owner
Thank you,

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
https://www.stpaul.gov/garbage