

Pillsbury, Clare (CI-StPaul)

From: Greg Revering <grevering.sph@gmail.com>
Sent: Monday, January 30, 2023 5:19 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: January 30, 2023 at 4:57:47 PM CST
To: grevering.sph@gmail.com
Subject: RE: FW: FW: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

I got verification from customer service that an agent did call her back today

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 30, 2023 11:17 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,
Please see question 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: Monday, January 30, 2023 10:57 AM

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

Subject: Re: FW: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello Mary,

Was someone able to call the property owner to clarify the misinformation regarding their Q3 2022 invoice? If so, please let us know.

Best,

Clare Pillsbury

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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, January 26 at 16:50, Clare Pillsbury wrote:

Thank you Mary. **Please have someone from WM call the property owner back by 12:00 PM tomorrow to clarify this to the property owner.** It would help to ease their confusion. I will have Sarah follow up with them as well.

Best,

Clare Pillsbury

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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, January 26 at 16:48, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>

Sent: Thursday, January 26, 2023 3:04 PM

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

Subject: RE: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

As I have stated – I have to move the money off of her old account and move it to the correct ones

I will drop everything and do that right now

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Thursday, January 26, 2023 2:21 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see the information and 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, January 26, 2023 12:55 PM

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

Subject: Re: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello Mary,

I just got off the phone with the property owner. They claim that they spoke to several representatives at WM who all told them that they did not have an old account with WM and that they should not owe anything for the Q3 2022 service period. Can you verify whether that is true? If the payment was applied to the old account, can look into why it was applied there and not to the current account as it seems as though the property owner has not had any prior issues with sending payment to the wrong account.

If possible, please respond by tomorrow at 1:00 PM.

Best,

Clare Pillsbury

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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 Sat, January 21 at 9:02, Consortium wrote:

Please see question from Mary.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: January 20, 2023 at 4:58:47 PM CST
To: grevering.sph@gmail.com
Subject: RE: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

WHY?

Just leave as is – she can pay the assessments - when I move the money off of that old account - it will pay off her current invoices.

That way we don't have to do any more adjustments than needed on each account.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, January 20, 2023 4:49 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

FYI

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: Friday, January 20, 2023 4:44 PM

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

Subject: Re: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September))
- Assessment Inquiry

Thank you Mary. I will just go ahead and remove the assessment then.

Best,

Clare Pillsbury

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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, January 19 at 17:58, Consortium wrote:

Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: January 19, 2023 at 5:36:18 PM CST
To: grevering.sph@gmail.com
Subject: RE: FW: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Attached is my reply to her check issue that was sent this week.

She is totally confused – the checks posted in November were mailed probably in October

The checks mailed in August were the checks noted on the e-mail above that posted to an old account of hers.

Unapply 08/31/22 2454	PMT SLB	101.40	101.40-
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08/31/22 2453	PMT SLB	73.33	174.73-
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I didn't know they were on that account until I did some research the other day – so I couldn't have done anything about them until now.

I was planning on moving those payments to her current account.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 19, 2023 4:46 PM
To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see clarification 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, January 19, 2023 4:44 PM

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

Subject: Re: FW: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Mary. My understanding of what you are saying is:

- Check #2470 was not actually received and applied to the account until November 2022
- The property owner mailed two checks to WM in August 2023 but they were applied to an old account they had with WM

Is that correct? If so, please provide the check numbers for the payments that were received on 8/31/2023. Please also explain what happened to these payments. If they were for an old account, they should have been refunded to the resident or applied to the current account.

Best,

Clare Pillsbury

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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 Wed, January 18 at 11:02, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>

Sent: Wednesday, January 18, 2023 9:32 AM

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

Subject: RE: Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

We posted that check to her account on 11.3.22 – 11/03/22

2470	PMT SLB	69.84
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It was applied to her 4th Qtr billing and we credited off the finance charge she had incurred for Oct 2022

Note also that she never called us inquiring as to why she had gotten 4 past due letters for 3rd Qtr 2022.

She didn't happen to mention these payments that I found on an old WM account she had with us.

These are the two checks she mailed in August – the other two checks were mailed and received and posted in Nov.

08/31/22 2454	PMT SLB	101.40	101.40-
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08/31/22 2453	PMT SLB	73.33	174.73-
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3rd Qtr 2022 Billing - 32 gal weekly trash service, taxes and 3 finance charges.

07/06/22 MISC TAX	INV T1A	4.94	4.94
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07/06/22 MISC TAX	INV T1I	14.20	19.14
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07/06/22	INV 06A	50.70	69.84
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07/28/22 FIN CHRG	FIN LPR	3.49	73.33
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08/31/22 FIN CHRG	FIN LPR	3.49	76.82
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09/30/22 FIN CHRG	FIN LPR	3.49	80.31
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10/05/22 ST PAUL BAL	PMT MSC	80.31	.00
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4th Qtr 2022 Billing – 32 gal weekly trash service, taxes and 1 finance charge. Payment and credit for the one finance charge

10/05/22	MISC TAX	INV T1A	4.94	4.94
10/05/22	MISC TAX	INV T1I	14.20	19.14
10/05/22		INV 06A	50.70	69.84
10/31/22	FIN CHRG	FIN LPR	3.49	73.33
11/03/22	2470	PMT SLB	69.84	3.49
11/30/22	FIN CHRG ADJ	ADJ RLR	3.49	.00

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, January 18, 2023 8:47 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

From: "Clare (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: January 18, 2023 at 8:44:51 AM CST
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 435 Arbor St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 435 Arbor St, Saint Paul, Minnesota, 55102.
Please forward to Waste Management for their input.

Ticket ID#: 16962

Ticket Requester: Kimberly Warner

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16512276935

Property ID #: 112823140104

Property Address: 435 Arbor St, Saint Paul, Minnesota, 55102

Quarter Pending Assessment is for: Quarter 3 (July - September)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$80.31

Hauler: Waste Management

Ticket Comments: Property owner stated that she paid this invoice on 8/24/2022 (check [#2470](#)). **Please confirm whether the payment was recieved and how the payment was applied and provide the following information for Q3 - Q4 2022:**

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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

Recycling is a good thing. Please recycle any printed emails.