

Pillsbury, Clare (CI-StPaul)

From: Haas, Sarah (CI-StPaul)
Sent: Tuesday, November 22, 2022 12:04 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

Follow Up Flag: Follow up
Flag Status: Completed

Sarah Haas
Garbage Program Manager

She/Her/Hers
Public Works
25 4th St. West, Floor 800
Saint Paul, MN 55102
P:651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov



SAINT PAUL
MINNESOTA

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, November 22, 2022 10:19 AM
To: Support (Zendesk) <support@saintpaul.zendesk.com>
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

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

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: Tuesday, November 22, 2022 9:35 AM

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

Subject: RE: FW: FW: FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

That should be correct based on this e-mail that I had sent over to CE

MP

This is an example of the extra work created by customer service when they don't handle something properly

BMCALIS1 – touched both accounts - but she did not cancel G40-5298- she only set up G40-33778(which actually should have been G4A)

William purchased the property as of 3.1.22 – but she didn't start billing until 4.3.22.

Now I have to cancel G40-5298 – back to 3.31.22 – credit off everything on the account since 4.1.22 and then have the city reverse two certifications that were sent in error to the city – since the account never got canceled.

Plus we have pissed off Mr. Munson - since the certification letter is in his name since he now owns the property but owes no certification amounts.

G40-5298 CITY OF ST PAUL RESIDENT 25292 287 ATWATER ST

Routes: 75P1,7511 SAINT PAUL

G40-33778 MUNSON, WILLIAM 287 ATWATER ST

Routes: 75P1,7511 SAINT PAUL

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

Sent: Tuesday, November 22, 2022 9:22 AM

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

Subject: [EXTERNAL] FW: FW: FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

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: Tuesday, November 22, 2022 9:19 AM

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

Subject: Re: FW: FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

Have we received an answer for this yet? **If not, please respond by tomorrow at 12:00 PM.** Thank you!

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, November 17 at 12:48, Clare Pillsbury wrote:

Thank you Mary. Based on my understanding, we should be removing the assessments that you sent for Q2 and Q3 2022. Is that correct?

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 Fri, October 28 at 15:03, 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: Friday, October 28, 2022 2:44 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

Sorry, I sent this to CE since they keep making mistakes that I have to fix

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, October 28, 2022 12:35 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

Mary,

Please see billing question.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Sarah (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Friday, October 28, 2022 11:34 AM

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

Subject: Re: Billing Question 287 Atwater St, Saint Paul, Minnesota, 55117 - Waste Management

Waiting on a reply

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

On Sat, October 22 at 9:46, Sarah Haas wrote:

Hi Greg,

We've received an Inquiry for 287 Atwater St, Saint Paul, Minnesota, 55117. Please forward to Waste Management for their input.

Caller Name: William Munson

Property Address: 287 Atwater St, Saint Paul, Minnesota, 55117

Phone: +19526527474

Hauler: Waste Management

Did the Customer Contact the Hauler before the City? Yes

Ticket Comments: William Munson located at 287 Atwater St, Saint Paul, Minnesota, 55117 contacted the City RE: Billing Question. PO received an Invoice and Final Payment. PO says he'll send a copy of his CC statement as he believes his autopay was made ontime.

Can you please provide billing history

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

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

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