

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, December 21, 2022 8:26 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (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.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, December 21, 2022 7:45 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

They put the account on service hold from VAC HOLD 01272022 -05202022

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, December 20, 2022 4:32 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - 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: Tuesday, December 20, 2022 4:17 PM

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

Subject: Re: FW: FW: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

I apologize Mary. I should have been more clear. I did see that they submitted a request for a service hold back in December. However you also mention that there was a credit for a service hold prior to the Q3 2022 2022 invoice. Can you tell me that dates that service hold was in place? If there was not a service hold in place, please explain why there were credits added to the Q3 2022 invoice.

Best,

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 Tue, December 20 at 14:38, 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: Tuesday, December 20, 2022 1:50 PM

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

Subject: RE: FW: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

Exactly as I stated below

Just an FYI - I got a vacancy hold on this last week for 1.1.23 and I see that she requested a vacation hold two weeks ago effective 12.3.22 !!!

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

Sent: Tuesday, December 20, 2022 12:55 PM

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

Subject: [EXTERNAL] FW: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

May,

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, December 20, 2022 12:26 PM

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

Subject: Re: FW: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Mary. When was the service hold in place?

Best,

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 Tue, December 20 at 9:15, 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: Monday, December 19, 2022 5:05 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

Just an FYI - I got a vacancy hold on this last week for 1.1.23 and I see that she requested a vacation hold two weeks ago effective 12.3.22 !!!

No payment was received for 3rd Qtr 2022

Customer had a service hold credit that carried over to the 7.5.22 Billing.

3rd Qtr Billing - billed for service from 5.22.22 to 6.30.22, plus July to Sept 2022 service for a 64 gal trash cart, taxes and 3 finance charges.

| | | | | |
|----------|-------------|---------|-------|--------|
| 07/06/22 | MISC TAX | INV T1A | 9.84 | 56.69- |
| 07/06/22 | MISC TAX | INV T1I | 28.26 | 28.43- |
| 07/06/22 | | INV 06A | 70.11 | 41.68 |
| 07/06/22 | | INV 06P | 30.82 | 72.50 |
| 07/28/22 | FIN CHRG | FIN LPR | 3.62 | 76.12 |
| 08/31/22 | FIN CHRG | FIN LPR | 3.62 | 79.74 |
| 09/30/22 | FIN CHRG | FIN LPR | 3.62 | 83.36 |
| 10/05/22 | ST PAUL BAL | PMT MSC | 83.36 | .00 |

This payment was for the 4th Qtr Billing and she never mentioned an issue with the 3rd Qtr payment – most of the notes on her account pertain to her deciding if she was putting the account on vacation hold or vacancy hold. I guess she decided on both.

10/11/2022 15:21:54 DRICKS1

GERALDINRE CALLED.. PAID BILL

Confirmation Number: 80058657845 Payment Amount: \$96.58

Mary Patch

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

Sent: Monday, December 19, 2022 4:47 PM

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

Subject: [EXTERNAL] FW: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (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: Monday, December 19, 2022 4:03 PM

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

Subject: 1231 Farrington St, Saint Paul, Minnesota, 55117 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1231 Farrington St, Saint Paul, Minnesota, 55117. Please forward to Waste Management for their input.

Ticket ID#: 15793

Ticket Requester: Geraldine Suekut

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +1 (651) 489-4934

Property ID #: 242923430129

Property Address: 1231 Farrington St, Saint Paul, Minnesota, 55117

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

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$83.36

Hauler: Waste Management

Ticket Comments: Property owner stated that they paid their Q3 2022 invoice. **Please confirm whether the payment was received and how it 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>

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