

Pillsbury, Clare (CI-StPaul)

From: Greg Revering <grevering.sph@gmail.com>
Sent: Saturday, January 21, 2023 9:02 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: Fwd: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (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 20, 2023 at 4:55:15 PM CST
To: grevering.sph@gmail.com
Subject: RE: FW: FW: Fwd: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (Quarter 3 (July - September)) - Assessment Inquiry

No she does not have an old account for this address.

But one of the checks that was applied to her old account on Arbor St in August 2022 – could have been to pay this account.

Refer back to the e-mail for 435 Arbor St

So when I move the money – one check will be applied to this account and the other check to the Arbor St 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: FW: Fwd: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (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: Friday, January 20, 2023 4:48 PM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: Fwd: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (Quarter 3 (July - September))
- Assessment Inquiry

Thank you Mary. I know that I asked this about 435 Arbor St but I want to make sure its the same thing happening with this property. My understanding of what you are saying is:

- Check #2471 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 accout 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 9:27, 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 9:08 AM
To: 'Greg Revering' <grevering.sph@gmail.com>
Subject: RE: Fwd: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (Quarter 3 (July - September)) - Assessment Inquiry

We posted that check to her account on 11.3.22 – 11/03/22
2471 PMT SLB 96.58

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 called us on 9.16.22 for a bulk pick up and never mentioned anything about why she was getting late letters from us – by that time she would have had two of them.

09/16/2022 13:19:56 TRIDLEY

KIMBERLY CI FOR BLK PU

3rd Qtr 2022 Billing - 64 gal trash service, taxes and 3 finance charges.

07/06/22	MISC TAX	INV T1A	6.84	6.84
07/06/22	MISC TAX	INV T1I	19.63	26.47
07/06/22		INV 06A	70.11	96.58
07/28/22	FIN CHRG	FIN LPR	4.82	101.40
08/31/22	FIN CHRG	FIN LPR	4.82	106.22
09/30/22	FIN CHRG	FIN LPR	4.82	111.04
10/05/22	ST PAUL BAL	PMT MSC	111.04	.00

4th Qtr 2022 Billing - 64 gal trash service, taxes and 1 finance charge – payment and credit for finance charge.

10/05/22	MISC TAX	INV T1A	6.84	6.84
10/05/22	MISC TAX	INV T1I	19.63	26.47
10/05/22		INV 06A	70.11	96.58
10/31/22	FIN CHRG	FIN LPR	4.82	101.40
11/03/22	2471	PMT SLB	96.58	4.82
11/30/22	FIN CHRG	ADJ ADJ RLR	4.82	.00

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, January 18, 2023 8:49 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (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 8:45:53 AM CST
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1111 Randolph Ave, Saint Paul, Minnesota, 55105 - (Quarter 3 (July - September)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 1111 Randolph Ave, Saint Paul, Minnesota, 55105.
Please forward to Waste Management for their input.

Ticket ID#: 17501

Ticket Requester: Kimberly Warner

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16512276935

Property ID #: 102823140170

Property Address: 1111 Randolph Ave, Saint Paul, Minnesota, 55105

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

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$111.04

Hauler: Waste Management

Ticket Comments: Property owner stated that she paid this invoice on 8/24/2022 (check [#2471](#)). **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>

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