

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Friday, April 15, 2022 12:39 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

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: Friday, April 15, 2022 12:23 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

It is not possible to access them online any longer - otherwise I would have sent them over.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 15, 2022 11:08 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - 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: Friday, April 15, 2022 9:32 AM

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

Subject: Re: FW: FW: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Mary. I am not sure why Waste Management is not able to provide any earlier invoices if it is still possible to access them online. **If possible, please send me copies of earlier invoices from the property owner's online account.** The current property owner does not own a computer and is therefore not able to access their invoices online. This should not be a barrier to them receiving information for their 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 Thu, April 14 at 16:04, Consortium wrote:

Please see attached and update below 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, April 14, 2022 3:07 PM

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

Subject: RE: FW: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

I can only go back as far as the 7.1.2020 invoice – it is the P/O responsibility to keep their invoices if they need them for any reason.

Or they could have gone to www.wm.com and pulled them off if they needed them.

Mary Patch

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

Sent: Thursday, April 14, 2022 2:37 PM

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

Subject: [EXTERNAL] FW: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (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, April 14, 2022 2:26 PM

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

Subject: Re: FW: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

Have we received a response for this inquiry? If not, please respond by tomorrow at 12:00 PM.

Thank you!

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, March 30 at 8:21, 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, March 30, 2022 8:20 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

I put in a request for this information.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 29, 2022 7:08 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (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: Tuesday, March 29, 2022 4:46 PM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: FW: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December))
- Assessment Inquiry

Thank you Mary. The property owner is requesting a record of their invoices and payment history since the beginning of the program in October 2018, as well as a copy of their Q4 2021 original invoice. Please send those and I will mail them to the property owner.

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, March 16 at 11:16, 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: Wednesday, March 16, 2022 10:52 AM

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

Subject: RE: FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

This is what I have - there is no documentation on her account that she talked to anyone at WM in October 2021.

She made a payment here 12/20/2021 12:49:54 MDICKER2

CONFIRMATION NUMBER: 80041316299 PAYMENT AMOUNT: \$80.46 - which declined

01/11/2022 13:55:23 ESBNOTES CAAG JFIELDS8 CAROL/ CI ABOUT MISSING

PAYMENT OF 75.91/ LOCATED PAYMENT AND ADV THAT CURRENT BALANCE IS

DUE 0126 - not sure what this is about

This is a Kim she talked to on 1.19.22 01/19/2022 10:11:03 KGWIN1

CCI TO VRFY BLNCE EDU \$69.84 DUE BY 01/25/22

CUST ADV WILL CALL BACK TO MK PYMNT

See below – as you can see – she makes a payment and then it declines, she makes a payment and then it declines.

The property owner needs to fix her payment issue - and I don't believe we have agents that are monitoring customers payments to see if they decline and then calling their bank to verify if it can be put thru again - note there was no physical check sent this was done on line.

10/25/21 IVR-ACH	PMT SLB	69.01	.00
10/28/21 IVR-DCL-ACH	PMT SLB	69.01	69.01
11/29/21 FIN CHR	FIN LPR	3.45	72.46

12/20/21 OTP-PRE-ACH PMT SLB	72.46	.00
12/20/21 CSR FEE FIN PHF 8.00	8.00	
12/20/21 CSR Fee Pmt PMT SLB	8.00	.00
12/23/21 Fee Dcl ADJ RHF 8.00	8.00-	
12/23/21 DECL-ACH-PRE PMT SLB 72.46	64.46	
12/23/21 Fee Pmt Dcl PMT SLB 8.00	72.46	
12/28/21 FIN CHRG FIN LPR 3.45	75.91	
01/06/22 ST PAUL BAL PMT MSC	75.91	.00
01/06/22 MISC TAX INV T1A 4.94	4.94	
01/06/22 MISC TAX INV T1I 14.20	19.14	
01/06/22 INV 06A 50.70	69.84	
01/20/22 IVR-ACH PMT SLB	69.84	.00
01/23/22 IVR-DCL-ACH PMT SLB 69.84	69.84	
Tot	69.84	

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

Sent: Tuesday, March 15, 2022 8:35 PM

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

Subject: [EXTERNAL] FW: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - 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: Tuesday, March 15, 2022 3:52 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119. Please forward to Waste Management for their input.

Ticket Requester: Carol Lewis

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) 16517396955

Property ID #: 112822340025

Property Address: 692 Point Douglas Rd S, Saint Paul, Minnesota, 55119

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$75.91

Hauler: Waste Management

Ticket Comments: Property owner stated that they have experienced difficulties with WM in trying to pay their garbage bill. They made their garbage payment for Q4 2021 by e-check on 10/2/2021. A representative from Waste Management (Kim) then contacted the property owner on October to let them know that their check was

refused. The property owner talked to Waste Management later on in October and the representative (Kim) stated that the bank authorized the check. However, in December the bank contacted the property owner to inform them that the check had not gone through. They called Waste Management on Jan 20 and Paid \$69.84 towards the bill. **Please explain why the property owner was told that the bank had authorized the check when it had not been authorized and provide the following information for Q4 2021 - Q1 2022:**

- Itemized breakdown of invoice
- Payment history
- History of 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.