

Clare Pillsbury

From: grevering.sph@gmail.com
Sent: Friday, April 28, 2023 11:10 AM
To: Support (Zendesk)
Cc: Clare Pillsbury
Subject: FW: FW: FW: FW: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry
Attachments: RE: 500-397742 ERICKDON,JEFFREY K Cust Id 00020-80783-73008
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: Friday, April 28, 2023 9:53 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Here you go and as it states - he can contact the CC company if he doesn't see anything

From: Patch, Mary
Sent: Thursday, April 27, 2023 6:05 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: [EXTERNAL] FW: FW: FW: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

This is getting ridiculous already.

I sent an e-mail to the person with our company who actually did the reversals after getting notification from the CC company.

I'm waiting for her response to see what more information she can give me.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, April 27, 2023 5:44 PM
To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: FW: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - 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, April 27, 2023 4:03 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: Re: FW: FW: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Mary. For some reason, the property owner's bank account statements are not showing reversal of either the payment made on 1/25/2023 or the payment made on 1/26/2023. Can you confirm that the payments were reversed to the property owner's bank account in February? I know that you have probably given me all the information you have, but I have been back and forth a lot with the resident and want to cover all my bases.

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 Tue, April 25 at 14:27, 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: Tuesday, April 25, 2023 1:14 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

I gave you the information that I could see on the account and figure out from the notes.

I never talked to him – I never listed to any of his conversations – so I don't know what was going on.

I'm going with the assumption that Jeffrey Erickson asked to have those two payments charged back to his credit card.

Because of the verbiage used – the person that asked for the reversal contacted the CC company directly – it was not done thru WM.

01/25/23 RECUR-VISA	PMT SLB	116.41	.00
01/26/23 OTP-PRE-ACH	PMT SLB	116.41	116.41- (I assume this is the 1.27.23 payment)
02/02/23 CHGRBCK	PMT SLB	106.79	9.62-
02/07/23 CHGRBCK	PMT SLB	116.41	106.79

Mary Patch

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

Sent: Tuesday, April 25, 2023 8:35 AM

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

Subject: [EXTERNAL] FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - 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, April 25, 2023 8:33 AM

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

Subject: Re: FW: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Mary. It appears as though the summary you sent me only included information on calls from 2022. What I was really confused about were the notes taken on calls starting in 2023 because I believe that they are related to the reversals/refunds of the payments that were made during Q1 2023.

Therefore, please provide all the following information by the end of the day tomorrow (4/26)

- Why the payments on 1/25 and 1/26 appear to have been reversed and whether this has anything to do with someone calling to dispute these payments on 2/2 and 2/7.
- Who was the person calling to dispute the payments? From the notes, my guess is that it was the tenant. However, Jeff did provide proof of payment on 1/27 so that could have been him as well.
- The property owner provided proof that they made a payment to WM on 1/27 for \$116.41 (see attached). Was this one of the payments that was reversed? If not, please provide information on where it was applied.

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 Mon, April 24 at 18:59, 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, April 24, 2023 6:30 PM

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

Subject: RE: FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

This is the response I got back on Friday from customer service

Hi Mary,

Nothing really pertaining to 3 sc notes. Here's a short summary:

4/20/2022- Jeff calling in to make sure acct in his name and that service is active

4/27/2022- Jeff called in to make sure acct is up to date with his contact information, clarified no relation to tenant regardless of same last name

10/26/2022- Jeff called in to sched bulk (tv and monitor)

Mary Patch

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

Sent: Monday, April 24, 2023 5:11 PM

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

Subject: [EXTERNAL] FW: FW: FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - 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, April 24, 2023 2:11 PM

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

Subject: Re: FW: FW: 2226 Cardinal PI, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Have we heard back on this one yet? If not, please respond by tomorrow at 10:00 AM.

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 Fri, April 21 at 10:41, Clare Pillsbury wrote:

Thank you Mary. I have reached out to the property owner. On your end, is it possible to review the calls to get more clarification on what is going on? **If so, please let me know by Monday.**

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 Fri, April 21 at 7:59, 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, April 20, 2023 5:50 PM

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

Subject: RE: FW: 2226 Cardinal PI, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

This is what I show on his account and I have no idea what it is about – I'm just giving you the notes on the account

If you need a better explanation of these notes – you will have to ask him directly – because I didn't take any of his calls.

01/26/2023 10:20:27 JFIELDS8 BILLING NAME CHANGED FROM ERICKSON,

KALEB AND EMILY TO ERICKSON, KALEB

01/26/2023 10:20:29 JFIELDS8

EMILY/WAS ADDED AS BILLING CONTACT BY OWNER/ NO LONGER LIVES THERE/ REQU

ESTED THAT NAME BE REMOVED FROM BILLING

02/01/2023 17:11:33 ESBNOTES OCS 02/01/2023 17:10:34 CST D3XN NOT

OUT / CONTAINER EMPTY (+)

02/02/23 RVELO WMSC KEYING A CHARGEBACK FOR \$106.79 10/25/22 80058377135

BOA 830283091601. CUSTOMER DISPUTED PAYMENT W/THEIR CREDIT CARD CO.

REASON "FRAUD-CARD ABSENT ENVIRONMENT" *****

*****PLEASE DO NOT REFUND/REVERSE THIS PAYMENT*****

02/07/23 RVELO WMSC KEYING A CHARGEBACK FOR \$116.41 01/25/23 80063964543

BOA 830343104501. CUSTOMER DISPUTED PAYMENT W/THEIR CREDIT CARD CO.

REASON "FRAUD-CARD ABSENT ENVIRONMENT" *****

*****PLEASE DO NOT REFUND/REVERSE THIS PAYMENT*****

3.21.23 - KKELLY8 WMSC

SENT TO LOCAL TO DISCUSS BILLING -

03/21/2023 12:32:50 DHALL11 BILLING NAME CHANGED FROM ERICKSON,

KALEB TO ERICKDON,JEFFREY K

03/21/2023 12:32:52 DHALL11

KALEB CI TOOK NAME OFF ACOUNT MOVED OUT 1 YR AGO PUT OWNER

ON BILLING NO JUST CONTACT

03/21/2023 12:34:11 DHALL11

KALEB 7632291820

03/21/2023 12:35:45 DHALL11

TENANT CI

04/19/2023 14:53:00 ADAVIS34

LCHAT JEFF INQUIRING ABOUT AUTOPAY STATING RECIEVED NITICE F PAYMENT PULL
ING AND BALANCE OWED EDUCATED ON BILLING AND PAYMENT HISTORY AND DUE TO
MANUAL PAYMENT APPLIED TO CURRENT INVOICE WAS ABLE TO CANCEL AUTOPAY THA
T WAS ALREADY SET TO PULL ON CURRENT INVOICE. CUST DISPUTING STATING
DOUBLE PAYMENT APPLIED TO ACCT INFORMED CUST OF NOTHING CREDITED TO ACC

T

04/19/2023 18:02:56 JGARC130

REVIED INVOICES WITH JEFFREY - VIA CAHT

1st Qtr 2023 Billing – 96 gal trash cart, taxes and then payments and reversals

01/05/23	MISC TAX	INV T1A	8.24	8.24	
01/05/23	MISC TAX	INV T1I	23.66	31.90	
01/05/23		INV 06A	84.51	116.41	
01/25/23	RECUR-VISA	PMT SLB	116.41	.00	
01/26/23	OTP-PRE-ACH	PMT SLB	116.41	116.41-	
02/02/23	CHGRBCK	PMT SLB	106.79	9.62-	
02/07/23	CHGRBCK	PMT SLB	116.41	106.79	

04/05/23 ST PAUL BAL PMT ICR 106.79 .00

2nd Qtr Billing - 96 gal trash cart, taxes and payment

04/05/23	MISC TAX	INV T1A	8.24	8.24
04/05/23	MISC TAX	INV T1I	23.66	31.90
04/05/23		INV 06A	84.51	116.41
04/14/23	MBL-ACH	PMT SLB	116.41	.00
	Tot		.00	

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

Sent: Thursday, April 20, 2023 12:20 PM

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

Subject: [EXTERNAL] FW: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - 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, April 20, 2023 12:03 PM

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

Subject: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 2226 Cardinal Pl, Saint Paul, Minnesota, 55119. Please forward to Waste Management for their input.

Ticket ID#: 22772

Ticket Requester: Jeff Erickson

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +19526574170

Property ID #: 022822410036

Property Address: 2226 Cardinal Pl, Saint Paul, Minnesota, 55119

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$106.79

Hauler: Waste Management

Ticket Comments: Property owner stated that they made the following payments to Waste Management via autopay: \$116.41 on 1/25, 116.41 on 1/26, \$106.79 on 2/3, and \$116.41 on 2/8. They also spoke to a Waste Management CSR and was told that they were up to date on all of their payments. **Please confirm whether these payments were recieved and how they were applied and provide the following information for Q1 - Q2 2023:**

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

I apologize that I do not yet have any proof of the payments listed above., but I am currently working with the property owner to get them. Please just send whatever information you can.

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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