

Lydia Campbell

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Friday, February 23, 2024 3:23 PM
To: Lydia Campbell
Subject: Re: FW: FW: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

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

fwd

On Wed, February 21 at 16:32, 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, February 21, 2024 4:20 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

I don't see that noted on her account - this shows that Rachel talked with an agent and that agent entered a refund case – the refund was approved on 2.16.24 – 5 days ago. I don't see where Rachel was told we would do a reversal back to her payment account.

Since those payments took place from 6-19-22 to 10.31.23 there would be no way for us to do a reversal.

A refund check is being issued and that can take up to 4-6 weeks – which has been our standard for years.

02/13/2024 12:30:06 JDAVIS42 CREATED CASE ADJ / REF CASE 13148821

02/13/2024 12:40:10 ESBNOTES EMPCONSOLE JDAVIS42 SPOKE WITH RACHEL.

ADVISED THE REFUND WILL BE ISSUED ASJ/REF ENTERED

02/16/2024 06:46:33 MCHOUDHA

CBC-REVIEWED REFUND REQUEST CUSTOMER ELIGIBLE FOR REFUND OF \$787.98

Mary Patch

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

Sent: Wednesday, February 21, 2024 4:03 PM

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

Subject: FW: FW: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see request from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, February 21, 2024 3:45 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

PO states that on 2-13-2024 they were told that the refund would be applied to the same account they used to pay online and that it would go through in a few business days. However, they have not received it yet. Please check on this and tell me when the refund goes through. Thank you.

On Thu, February 8 at 14:30, 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, February 8, 2024 2:28 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

I moved that \$929 credit balance that she had on the old WM account over to her correct St Paul Account.

CE will be contacting her today to make sure she updates the account information with her bank and that we will send her a refund check for \$787.98(amount left after paying off 1st Qtr 2024)

Mary Patch

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

Sent: Friday, February 2, 2024 3:18 PM

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

Subject: FW: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see question from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Friday, February 2, 2024 12:37 PM

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

Subject: Re: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Will PO be reimbursed or credited for the \$920 worth of payments that were applied to the wrong/non-existent account?

On Fri, February 2 at 11:37, 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, February 2, 2024 10:40 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Yes and Yes

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, February 2, 2024 10:36 AM
To: Patch, Mary <mpatch@wm.com>
Subject: FW: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see question from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Friday, February 2, 2024 10:08 AM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Can you please clarify-- Do you mean that she was she paying, but it was being applied to the old (wrong) account? Was the canceled account for the same address?

On Thu, February 1 at 17:45, 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, February 1, 2024 5:41 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Let me guess – she can't figure out why she keeps getting assessed every quarter.

Well if you were sending you payments to the correct account - you might not have that issue

I found this on an old WM account we canceled in Sept 2018 – but for some reason she never changed her bank information

06/19/22	OTP-ACH	PMT	SLB	107.00	107.00-
08/06/22	OTP-PRE-ACH	PMT	SLB	107.00	214.00-
09/29/22	OTP-PRE-MC	PMT	SLB	105.00	319.00-
01/12/23	OTP-PRE-MC	PMT	SLB	120.00	439.00-
02/27/23	OTP-PRE-ACH	PMT	SLB	100.00	539.00-
04/28/23	OTP-PRE-MC	PMT	SLB	125.00	664.00-
07/04/23	OTP-PRE-ACH	PMT	SLB	130.00	794.00-
10/31/23	OTP-PRE-MC	PMT	SLB	135.00	929.00-
	Tot			929.00-	

Here current trash account number is G40-3950 and her old WM account was 500-287402

Mary Patch

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

Sent: Thursday, February 1, 2024 5:11 PM

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

Subject: [EXTERNAL] FW: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see the information and request from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Thursday, February 1, 2024 4:14 PM

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

Subject: 1110 Woodbridge St, St. Paul, Minnesota, 55117 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1110 Woodbridge St, St. Paul, Minnesota, 55117. Please forward to Waste Management for their input.

Ticket ID#: 397268

Ticket Requester: Rachel Eklund

Ticket Requester Email: (if available) rachele_55117@yahoo.com

Ticket Request Phone Number: (if available) +16517264697

Property ID #: 252923110105

Property Address: 1110 Woodbridge St, St. Paul, Minnesota, 55117

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

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$133.87

Hauler: Waste Management

Ticket Comments:

Please share your history with this property.

Please provide the following information:

- Name and mailing address on the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

Lydia

City of Saint Paul

Department of Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage