

Lydia Campbell

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, April 2, 2024 4:50 PM
To: Lydia Campbell
Subject: Re: FW: FW: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

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

fwd

On Mon, April 1 at 10:00, 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 1, 2024 9:43 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

So the previous owner called to cancel her service as of 3.11.2023 – even though she sold her home to Christina Gibbons as of 1.1.23.

We never were able to remove the 32 gal weekly service cart on site – so when she called us in Sept to start service – the agent went back to 4.1.23.

Since the previous account was canceled as of 3.11.23.

We swapped out the 32 gal weekly cart the week of 9.12.23 for a 32 gal EOW cart.

Call from Christina

09/07/2023 15:53:27 CGARSKE

PER CGARSKE CUSTOMER CALLED FOR NEW SERVICE EFF 01/02/2023

SCOPE OF SERVICE (SOS) USED: 500

12/22/2023 16:39:18 ESBNOTES EMPCONSOLE TBROWN16 (07729448) CHRISTINA

CI TO INQ BILLING. APPROVAL TO ADJ BACK AMOUNT FROM 32T TO 3TL.

WILL ENT IN ADJ.

Mary Patch

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

Sent: Saturday, March 30, 2024 1:44 PM

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

Subject: FW: FW: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (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: Saturday, March 30, 2024 12:57 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

When was EOW cart delivered to replace weekly cart at property?

Also, please share any record/notes you have from contact with PO.

PO states:

I called Sept 7, 2023 to set up service. I spoke with Chris Garske. I explained that I had bought the home in Dec 2022 but was not living in the home right away after purchase. My call on Sept 7, 2023 was to set up service and ask about a bill I had received in the mail. The call was disconnected and I was unable to reach a representative when I called back. I called the following day and was able to confirm the service was set up for every other week collection. In December (maybe January?) I called back to inquire about the \$205.83 overdue balance. The amount was reflective of *weekly* collections and backdated to April. I am not sure where the April date came from since I started service in September. I requested that it be changed to reflect my requested service of *eow* collection. I do not remember the name, but it was a female representative. She said she would be able to change the amount to reflect eow and remove quarter 2. She assured me the call was recorded and the new/lower amount was reflected in my account. I logged in to my account and the amount was *not* changed and showed "paid" - our call was then disconnected. I attempted to call back and was unable to connect with a representative.

On Wed, March 27 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: Wednesday, March 27, 2024 5:07 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

No payment in 2023

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 27, 2024 4:54 PM
To: Patch, Mary <mpatch@wm.com>
Subject: FW: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (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: Wednesday, March 27, 2024 3:51 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

Are you saying that you didn't receive any payments from her in 2023? Looks like she purchased the property at the end of 2022. I only see assessments from Q1 & Q4 2023

On Mon, March 25 at 15:39, 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, March 25, 2024 2:54 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

Did she happen to say when she made this payment to WM over the phone - since I don't show any payment from her prior to the one she made on 1.14.24 for \$62.48 and that was for 1st Qtr 2024?

Service and mailing address are the same.

Only communication would be when she called to set up service and when she called to double check on service level. Did not ask about any past due amount or what her balance was.

4th Qtr 2023 Billing 32 gal weekly service April 2023 to Sept 2023, 32 gal EOW service from Oct to Dec 2023 and taxes

10/05/23	INV P6D	104.06	104.06	
10/05/23	MISC TAX INV T1A	14.57	118.63	
10/05/23	MISC TAX INV T1I	41.84	160.47	
10/05/23	INV 06A	45.36	205.83	
01/04/24	ST PAUL BAL PMT ICR		205.83	.00

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 25, 2024 12:20 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (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: Monday, March 25, 2024 12:18 PM
To: Consortium <grevering.sph@gmail.com>
Subject: 311 Ryan Ave, St. Paul, Minnesota, 55102 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 311 Ryan Ave, St. Paul, Minnesota, 55102. Please forward to Waste Management for their input.

Ticket ID#: 468159

Ticket Requester: Christina Gibbons

Ticket Requester Email: (if available) tinajoygib@gmail.com

Ticket Request Phone Number: (if available) +16512300916

Property ID #: 062822320521

Property Address: 311 Ryan Ave, St. Paul, Minnesota, 55102

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

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$205.83

Hauler: Waste Management

Ticket Comments:

PO states that they paid their Q4 bill over the phone.

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

Recycling is a good thing. Please recycle any printed emails.