Lydia Campbell

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

Sent: Saturday, March 30, 2024 12:10 PM

To: Lydia Campbell

Subject: Re: FW: [EXTERNAL] FW: 1125 Hague Ave - (Quarter 4 (October - December)) - Assessment Inquiry

WM

Think Before You Click: This email originated outside our organization

fwd

On Thu, March 21 at 18:43, 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, March 21, 2024 5:54 PM

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

Subject: RE: [EXTERNAL] FW: 1125 Hague Ave - (Quarter 4 (October - December)) - Assessment Inquiry

WM

Also - he claims he was on autopay – he could have been – but those payments stopped when we canceled the account in 2021.

I mean he never noticed he wasn't getting a notification from WM every quarter for a payment?

Mary Patch

From: Patch, Mary

Sent: Thursday, March 21, 2024 5:46 PM

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

Subject: RE: [EXTERNAL] FW: 1125 Hague Ave - (Quarter 4 (October - December)) - Assessment Inquiry

WM

If he has proof of that \$500 payment being made to WM in Sept 2023 - I would like to see it

I show this payment made in Oct.

10/12/23 BILL PAY PMT SLB 96.08

I don't show an assessment for \$208.52 on his account - so I don't know where that came from

Mary Patch

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

Sent: Thursday, March 21, 2024 5:10 PM **To:** Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: 1125 Hague Ave - (Quarter 4 (October - December)) - Assessment Inquiry WM

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, March 21, 2024 4:34 PM **To:** Consortium <grevering.sph@gmail.com>

Subject: 1125 Hague Ave - (Quarter 4 (October - December)) - Assessment Inquiry WM

Hello,

We've received an Assessment Inquiry for 1125 HAGUE AVE. Please forward to Waste Management for their input.

Ticket ID#: 467972

Ticket Requester: Tim Johnsongrass

Ticket Requester Email: (if available) <u>tim.johnsongrass@gmail.com</u>

Ticket Request Phone Number: (if available) +16518952683

Property ID #: 032823110127

Property Address: 1125 HAGUE AVE

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

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$208.52

Hauler: Waste Management

Ticket Comments:

PO received an invoice in Oct 2023 from WM with request for payment dating back to 11/7/2021. PO states that 11/7/2021 their neighbor at 1129 Hague Ave moved, but WM accidentally canceled the billing account for their

PO called to report a missed collection and WM stated they had no account on file for the address. PO states that they paid WM \$500 in Sep 2023 and now received an assessment for \$208.52.
It was not permissible for PO to have charged for services dating back more than one quarter.
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

address, 1125 Hague Ave. PO did not realize the error because they had autopay set up. Error came to light when