

Lydia Campbell

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, February 5, 2024 9:25 AM
To: Lydia Campbell
Subject: Re: FW: FW: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

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

fwd

On Tue, January 30 at 10:22, 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, January 30, 2024 10:08 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

Here is the response I got from Kim Shannon for this old ADS Account - it is the same information that is on her account in our system and the same information that I supplied to you previously

This is what I have in TRUX.

Issue #: 64323

BILLING NAME CHANGE

Customer: 001144 NICOLE JULIA WADENA-GRUN

Site:

Service:

Received: 9/23/2021 3:44:00PM Alexis Crespo

Modified: 9/23/2021 3:44:00PM Alexis Crespo

Closed: 9/23/2021 3:44:00PM Alexis Crespo

Assigned To: Alexis Crespo

Issue: 9/23/2021 3:44:00PM Alexis Crespo - OWNER WANTS BILL IN TENANTS NAME DUEE TO HAVING THE REZ PAY IT . CHANGED NAME A
AC

Notes:

Caller: SAM CZAPLEWSKI

Phone: (555) 555-5555

Route:

Promise Date: 9/23/2021

Type: CUSTOMER SERVICE NOTES

Urgency: FYI

From: Patch, Mary

Sent: Friday, January 26, 2024 5:09 PM

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

Subject: RE: FW: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE
Waste Management

I don't have access but there is someone else I can contact.

Mary Patch

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

Sent: Friday, January 26, 2024 5:05 PM

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

Subject: FW: FW: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE
Waste Management

Mary,

Please see response 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, January 26, 2024 4:17 PM

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

Subject: Re: FW: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE
Waste Management

PO states that Nicole was the tenant and she was evicted 10/30/2021. States that he called Advanced Disposal (763-786-7233) on 09/23/2021 and talked to Alexes to put the hold/udrf on the account and change the address into his name. Do you have access to old Advanced phone/customer service records to check that?

Please check if cart was being set out during the past few quarters, as well.

Thank you

On Thu, January 25 at 8:13, 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, January 24, 2024 4:18 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Shannon, Kimberly <kshannon@wm.com>; Miron, Julie <jmiron@wm.com>
Subject: RE: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

That is the address that is currently on his account - since that is what he had on his vacancy request.

The old mailing address was:

NICOLE JULIA WADENA-GRUN

2036 PENN AVE S

MINNEAPOLIS MN 55405-2454

I'm not sure what mailing address was on the account prior to it coming over from ADS as of 1.1.22

But on 4.14.22 – the address was changed to Nicole's

04/14/2022 14:21:10 GSINGH5

RETURN MAIL - BILLING ADDRESS UPDATED AS PER USPS CARD.

No contact from Sam at all - until we got the vacancy notice.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, January 24, 2024 11:27 AM
To: Patch, Mary <mpatch@wm.com>; Shannon, Kimberly <kshannon@wm.com>; Miron, Julie

<imiron@wm.com>

Subject: FW: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

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, January 24, 2024 9:29 AM

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

Subject: Re: FW: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

Got it.

Can you confirm where the bills were being sent? Looks like NNPs might be going to old PO.

New PO:

Samuel E Czaplowski

1759 Long Lake Rd
New Brighton MN 55112

Thanks

On Tue, January 23 at 12:29, 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, January 23, 2024 12:28 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

Well, we never received anything about a vacancy until you sent the e-mail over the other day.

So we knew nothing about a vacant property - his issue if he didn't address this sooner with either WM or the city.

His account is now on vacancy hold effect 2.1.24

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 23, 2024 12:22 PM

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

Subject: [EXTERNAL] FW: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

Mary,

Please see questions 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: Tuesday, January 23, 2024 12:18 PM

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

Subject: Re: FW: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

PO is also contesting the Q4 assessment on his property. He states that he submitted the UDRF a year ago. He states that he wasn't receiving bills or garbage service. The property has been under construction since he purchased it in 2022.

Where were bills being sent? Do you have history of a service hold? Please share history of any contact with PO.

I see that he has received assessments for garbage every Q of 2023. He says that he paid the other assessments because it was easier than fighting them, but now he's had enough that he had to ask what was going on.

On Mon, January 22 at 15:08, 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, January 22, 2024 2:01 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

I have updated his account

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 22, 2024 1:38 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

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, January 22, 2024 1:20 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: UDRF & Assessment Inquiry 2106 MARSHALL AVE Waste Management

Forgot to attach UDRF file

On Mon, January 22 at 12:15, Lydia Campbell wrote:

Hi Greg,

A request for unoccupied dwelling status was requested on January 19, 2024 by Samuel E Czaplewski for the property located at 2106 MARSHALL AVE. Please enter the hold effective for 1 units.

Hauler: Waste Management

Owner Name:

Person Completing Form: Samuel E Czaplewski

Mailing Address: 1759 Long Lake Rd, New Brighton, MN 55112

Contact Information: +16127889268

Number of Units: 1

Hold Start Date: 02/01/2024

Date occupancy expected to resume (if applicable) :

Ticket Comments:

PROPERTY OWNER OF 2106 MARSHALL AVE IS CALLING REGARDING ASSESSMENT THAT HE RECEIVED FOR \$267.74 PO STATES THAT HE HAD A SERVICE HOLD PUT ON THE PROPERTY LAST YEAR AND DOES NOT UNDERSTAND WHY THIS WAS NOT TAKEN CARE OF.

PLEASE PUT PROPERTY ON UDRF NOW.

CITY DOES NOT HAVE RECORD OF THE HOLD PO STATES THEY SUBMITTED LAST YEAR. DOES WM?

Outbound call to +1 (612) 788-9268

Voicemail from +1 (612) 788-9268

Thank you,

Lydia

City of Saint Paul

Public Works - Solid Waste

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

stpaul.gov/garbage

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