

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
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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) tim.johnsongrass@gmail.com

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

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