

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Wednesday, April 15, 2020 11:32 AM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 1320 WILSON AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,
Please see below breakdown from Mary.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, April 15, 2020 11:22 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1320 WILSON AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Unfortunately there are still a few agents in customer service that don't understand this means sent to certification - I will have them coached again.

8284600	10/04/19	ST PAUL BAL	PMT	MSC	118.57	.00
---------	----------	-------------	-----	-----	--------	-----

2nd Qtr 2019 Billing and Payment.

8210839	04/05/19	MISC TAX	INV	T1A	7.25	7.25
8210839	04/05/19	MISC TAX	INV	T1I	20.82	28.07
8210839	04/05/19		INV	06A	74.37	102.44
8210839	06/28/19	OTP-PRE-MC	PMT	SLB	102.44	.00

This the communication on the above payment

06/28/2019 15:44:07 VHAMILTO

CCI TO MAKE PMT

3rd Qtr 2019 Billing and Certification amount

8284600	07/05/19	MISC TAX	INV	T1A	7.25	7.25
8284600	07/05/19	MISC TAX	INV	T1I	20.82	28.07
8284600	07/05/19		INV	06A	74.37	102.44
8284600	08/01/19	FIN CHRG	FIN	LPR	5.12	107.56
8284600	09/04/19	FIN CHRG	FIN	LPR	5.37	112.93
8284600	10/04/19	FIN CHRG	FIN	LPR	5.64	118.57
8284600	10/04/19	ST PAUL BAL	PMT	MSC	118.57	.00

4th Qtr 2019 Billing – they made a payment and then it declined - they should have gotten a notice from either us or their bank about it (I'm just guessing).

8382800	10/05/19	MISC TAX	INV	T1A	7.25	7.25
---------	----------	----------	-----	-----	------	------

8382800	10/05/19	MISC TAX	INV T1I	20.82	28.07
8382800	10/05/19		INV 06A	74.37	102.44
8284600	10/16/19	FIN CREDIT	ADJ RLR	.77	101.67
8382800	10/22/19	NZER10/19	PMT MSC	.77	100.90
8284600	10/22/19	NZER10/19	PMT MSD	.77	101.67
8382800	10/30/19	FIN CHRG	FIN LPR	5.08	106.75
8382800	11/13/19	IVR-ACH	PMT SLB	106.75	.00
Unapply	11/16/19	IVR-DCL-ACH	PMT SLB	106.75	106.75
8382800	11/26/19	FIN CHRG	FIN LPR	5.08	111.83
8382800	12/10/19		PMT MSD	106.75	218.58
8382800	12/10/19		PMT MSC	106.75	111.83
8382800	01/02/20	FIN CHRG	FIN LPR	5.08	116.91
8382800	01/03/20		PMT MSD	106.75	223.66
8382800	01/03/20		PMT MSC	106.75	116.91
8382800	01/03/20	ST PAUL BAL	PMT MSC	116.91	.00

1st Qtr 2020 – Billing and again their payment declined

8458319	01/05/20	MISC TAX	INV T1I	20.21	27.25
8458319	01/05/20		INV 06A	72.18	99.43
8382800	01/28/20		PMT MSD	106.75	206.18
Unapply	01/28/20		PMT MSC	106.75	99.43
8458319	01/28/20	FIN CHRG	FIN LPR	4.97	104.40
8458319	01/28/20	IVR-ACH	PMT SLB	104.40	.00
Unapply	02/01/20	IVR-DCL-ACH	PMT SLB	104.40	104.40
8458319	02/26/20	FIN CHRG	FIN LPR	4.97	109.37
8458319	03/18/20		PMT MSD	104.40	213.77
Unapply	03/18/20		PMT MSC	104.40	109.37
8458319	03/26/20	FIN CHRG	FIN LPR	4.97	114.34
8458319	04/03/20	ST PAUL BAL	PMT MSC	114.34	.00

This is the only communication since 6.28.19

4/15/2020 CCI TO GET THE BALANCE..JKING WMSC

4.15.20 WMSC LVIZCARRA CUSTOPMER CALLED WITH BACK TO SEE WHY THE PAYMENT WERE DECLINED ON THE 11.13.19 AND 1.28.20 THE PAYMENT THAT WAS TAKEN AT THAT TIME DID NOT HIT THE BACK AT ALL THERE WAS WRONG INFORMATION GIVEN ADVISED TO JUST PAY THE BILL THAT WAS SENT TO CUSTOMER

I have notes about anyone calling and giving the information you noted below

Mary Patch

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

Sent: Wednesday, April 15, 2020 10:08 AM

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

Subject: [EXTERNAL] FW: 1320 WILSON AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Mary,

Please see request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, April 15, 2020 10:07 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1320 WILSON AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Mary,

This address also has a legislative hearing tomorrow. Would you be able to get my an answer by 2:00 today?

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-8862
F: 651-266-6222
Clare.Pillsbury@ci.stpaul.mn.us

The Most Livable
City in America



www.stpaul.gov/garbage

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, April 14, 2020 11:44 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1320 WILSON AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1320 WILSON AVENUE (PID: 342922320050)
Property Owner: Hadi, Mohamed Dahir
Phone Number or Email: 651-744-8299; mohamed.hadi@spps.org
Pending Assessment Amount: \$116.91
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they paid their Q4 2019 invoice with Waste Management. They stated that when they called to complain a CSR told them that their bills was up to date and the City should not have sent a notice regarding an assessment. Please provide payment history for the property from Q2 2019 – Q1 2020. Please also send contact history between property owner and Waste Management from Q2 2019 – Q1 2020.

Thank you Mary!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

The Most Livable
City in America



www.stpaul.gov/garbage

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