

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, June 23, 2020 5:33 PM
To: Swanson, Christopher (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: 1342 Goodrich- (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Chris,
Please see update from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, June 23, 2020 4:53 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1342 Goodrich- (Q1 2020) Assessment Error/Complaint Inquiry

Well, I show that we received a payment of \$99.43 on 4.15.20 that paid for the current 4.5.20 billing. They had called us to make an online payment.

As far as anything for 4.3.20 – we wouldn't know where that payment went. How did they pay??? Online with us??? Did they send in a check??? – did they call the city or the county to make the payment and not WM??? They have to figure out what they did on their end – and then maybe we can research where it went - if it ever did come to WM.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, June 23, 2020 4:42 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1342 Goodrich- (Q1 2020) Assessment Error/Complaint Inquiry

Mary,
Please see information and 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: Tuesday, June 23, 2020 4:20 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1342 Goodrich- (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 1342 Goodrich (PID: 032823340001)
Property Owner: Janis M Aamodt
Phone Number or Email: 651-698-9420
Pending Assessment Amount: \$114.34
Quarter Pending Assessment is For: Q1 2020 Delinquent Trash Bill

Summary of Issue: Resident stated that they submitted payment for Q1 2020 on April 3, 2020 for \$114.34. After speaking with CSR today (06/23/2020), they stated that they amount had not been credited to the account and that the city should remove the assessment. **Please confirm this.** If the payment was not credited to the account, please inform both me and the resident where the payment went.

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

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