

Chief Manager

St. Paul Haulers LLC.

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From: Patch, Mary <mpatch@wm.com> **Sent:** Saturday, October 12, 2024 2:26 PM **To:** 'Greg Revering' <grevering.sph@gmail.com> **Subject:** Paw La Parcel [#202922340175](#)

I have now canceled Michael Gade's account as of 10.1.24 and that balance will be credited off.

Mr. Gade did call customer service in May 2024 and no one canceled his account at that time. Again I can see no reason why his account was reopened in Aug 2023 after being canceled.

So after looking this all over let me know how to proceed with adjusting the Gade account - what can I still reverse off of the St Paul Holding account and what if any quarter's did Paw La pay and then I would just need to credit his account.

FYI at no time has Paw La called customer service questioning any of the certifications.

202922340175 1225 EDGERTON ST Paw La **Is Q3 the first Q that Paw's account (64-gal) has been delinquent? Where is the NNP you sent Paw La? I see you sent a NNP to Michael in Iowa, but he has not owned the home since August 2023. Please send photos showing verification of how many carts are at the property.**

In looking at Michael Gade's account - every week it states "96 gal cart not out for service" and that is what we are billing that account for.

When looking at Paw La's account - it shows us dumping only a 64 gal cart – and that is what we are billing him for . So I would say there is only one cart here.

One of Paw La's letters is in the attached file -page 2221 I believe

3rd Qtr is the only time that we have sent Paw La's account for certification.

Again I have no idea why customer service canceled Michael Gade's account and then reopened it in August 2023

Below is his billing from that time frame forward

3rd Qtr 2023 – Billing for a 96 gal trash cart, taxes and one finance charge. Plus his unused service credit for service after 8.6.23.

He paid \$17.26 which is technically what he owed for service from 7.1.23 to 8.6.23. So this quarter was okay - no certification amount was sent

07/05/23	MISC TAX	INV T1A	1.16	1.16
07/05/23	MISC TAX	INV T1I	3.34	4.50
07/05/23		INV 06A	84.51	89.01
07/05/23		INV 06P	72.57	16.44
07/31/23	FIN CHRG	FIN LPR	.82	17.26
08/08/23	CS# 12769976 ADJ	T3A	1.16	16.10
08/08/23	CS# 12769976 ADJ	T3I	3.34	12.76
08/08/23	CS# 12769976 ADJ	06C	11.94	.82
08/08/23	CS# 12769976 ADJ	RLR	.82	.00
08/15/23	303806	PMT SLB	17.26	17.26-

4th Qtr 2023 – Billing for a 96 gal trash cart, taxes and 3 finance charges. Plus a prorate of \$50.52 for restarting his account as of 8.7.23 – that would be for service from 8.7.23 to 9.30.23.

10/05/23	MISC TAX	INV T1A	13.17	4.09-
10/05/23	MISC TAX	INV T1I	37.81	33.72
10/05/23		INV 06A	84.51	118.23
10/05/23		INV 06P	50.52	168.75
10/31/23	FIN CHRG	FIN LPR	8.43	177.18
11/30/23	FIN CHRG	FIN LPR	8.43	185.61
12/29/23	FIN CHRG	FIN LPR	8.43	194.04
01/04/24	ST PAUL BAL	PMT ICR	194.04	.00

1st Qtr 2024 – Billing for a 96 gal trash cart, taxes and 3 finance charges.

01/05/24	MISC TAX	INV T1A	9.51	9.51
01/05/24	MISC TAX	INV T1I	27.30	36.81
01/05/24		INV 06A	97.50	134.31
01/31/24	FIN CHRG	FIN LPR	6.71	141.02
02/29/24	FIN CHARG	FIN LPR	6.71	147.73
03/29/24	FIN CHRG	FIN LPR	6.71	154.44
04/03/24	ST PAUL BAL	PMT ICR	154.44	.00

2nd Qtr 2024 – Billing for a 96 gal trash cart, taxes and 3 finance charges

04/05/24	MISC TAX	INV T1A	9.51	9.51
04/05/24	MISC TAX	INV T1I	27.30	36.81
04/05/24		INV 06A	97.50	134.31
04/30/24	FIN CHRG	FIN LPR	6.71	141.02
05/31/24	FIN CHRG	FIN LPR	6.71	147.73
06/28/24	FIN CHRG	FIN LPR	6.71	154.44
07/03/24	ST PAUL BAL	PMT ICR	154.44	.00
07/05/24	MISC TAX	INV T1A	9.51	9.51

3rd Qtr 2024 – Billing for a 96 gal trash cart, taxes and 3 finance charges.

07/05/24	MISC TAX	INV T1A	9.51	9.51
07/05/24	MISC TAX	INV T1I	27.30	36.81
07/05/24		INV 06A	97.50	134.31
07/31/24	FIN CHRG	FIN LPR	6.71	141.02
08/30/24	FIN CHRG	FIN LPR	6.71	147.73
09/30/24	FIN CHRG	FIN LPR	6.71	154.44
10/03/24	ST PAUL BAL	PMT ICR	154.44	.00

4th Qtr 2024 Billing will be credited off.

Mary Patch

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

Jillian Barden October 17, 2024 at 14:04

Internal note

Attaching supplemental information from Q3 inquiry

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