

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Thursday, December 5, 2019 10:57 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Pillsbury, Clare (CI-StPaul); Haas, Sarah (CI-StPaul)  
**Subject:** RE: FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

That looks great! I think that resolves this issue.

Here is what I have:

Q2 2019 - Paid city \$102.44- will received a credit of \$49.92 on Q1 2020.  
Q3 2019 - Paid WM on his new account, city will remove \$117.79 from Q3 2019 assessment roll.  
Q4 2019 - Paid WM on his new account, WM cancelled other account  
Q1 2020- \$49.92 Credit from Q2 2019

Just want to be sure that everyone is on the same page. Unless I am wrong with the numbers I think we are good to go. We will follow up with this resident and break this down for him.

Always great to work through these with you Mary!

Chris

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Wednesday, December 4, 2019 5:50 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

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

Chris,  
Please see Mary's update.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Wednesday, December 4, 2019 5:37 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

I show that he paid us for 3<sup>rd</sup> Qtr 2019 – service from start date of 5.19.19 to 9.30.19 \$124.24

He paid us for 4<sup>th</sup> Qtr 2019 – service from 10.1.19 to 12.31.19 \$70.34

Both of these payments are on the new account he set up with us back in May 2019.

So he paid the city for 2<sup>nd</sup> Qtr which was \$102.44 – so on our end we should credit him \$49.92 because technically we double billed him for part of May and June – on his current account and the old owners account.

Then I did a full credit of the old owners current billing for 4<sup>th</sup> Qtr 2019.

Then you can remove \$117.79 on your end for the 3<sup>rd</sup> Qtr assessment and we will reverse that amount off of our holding account.

Sound right??

Thanks  
Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, December 4, 2019 5:02 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** FW: [EXTERNAL] FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

Mary,  
Please see information below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Wednesday, December 4, 2019 4:40 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** RE: [EXTERNAL] FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

Hi Greg,

Can you pass this onto Mary? I think it fell through the cracks. First can you close the second account? It sounds like the resident received another invoice?

Q2 2019- did the resident pay WM? He said that he thought he paid both WM and the city? I see that he paid the Q2 assessment with the city (which we pay WM for). If he paid WM in Q2 we will need to add another credit.

Q3- Pushing the payment to the Q4 bill.

Q4- Paid by Q3 credit. Did this occur? Just want to be sure.

Whew-this one was a mess!

Chris

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Tuesday, October 29, 2019 4:27 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: [EXTERNAL] FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

Yikes,

Thanks for pulling this together. Here is some follow up.

Q2 2019- did the resident pay? He said that he paid both WM and the city? I see that he paid us. If he paid WM in Q3 I will need to reimburse the resident.

Q3- Pushing the payment to the Q4 bill.

Q4- Paid by Q3 credit

I think we almost have this one solved.

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Monday, October 28, 2019 5:23 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: [EXTERNAL] FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

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

Chris,  
Please see Mary's updates below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Monday, October 28, 2019 3:27 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: [EXTERNAL] FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

Well we have kind of a mess here.

830 Fairmount Ave is listed as 828 Fairmount Ave on the city spreadsheet with a Tax address of 830 Fairmount Ave.

828 Fairmount Ave was owned by Hovda Properties until 5.17.19 until it was sold to Kristen Ludgate and Grant Booth. When they signed up for service as of 5.19.19 they stated that their address was 830 Fairmount Ave and a new account got set up for them.

Apparently nothing was ever stated about 828 Fairmount Ave and that account never got canceled. I show that 4<sup>th</sup> Qtr 2018, 1<sup>st</sup> Qtr 2019, 2<sup>nd</sup> Qtr 2019 and 3<sup>rd</sup> Qtr 2019 to be sent to the city for certification under address 828 Parcel Number 22823430195.

The Grant Booth and Kristen Ludgate account is fine we haven't sent any balances for them. Those amounts owing are for the previous owner Hovda Properties.

I can reverse back to the holding account \$117.19 for the 3<sup>rd</sup> Qtr on the Hovda account. 2<sup>nd</sup> Qtr was for \$102.44 and that covered April/May/June – So are the new owners going to pay that balance to the city???

When I cancel the Hovda Account it will take care of the 4<sup>th</sup> Qtr billing for 2019

Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Monday, October 28, 2019 2:22 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

Mary,  
Please see attachments and information below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Monday, October 28, 2019 2:20 PM  
**To:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** 830 Fairmount Ave- Q3 Billing Error/Complaint Inquiry

Good Morning WM,

Please find the Q3 billing complaint below:

Property Address: 830 Fairmount Ave (PID 022823430195)  
Property Owner: Kristen Ludgate & Grant Booth  
Phone Number or Email: 651-690-1542 & [grantbooth@comcast.net](mailto:grantbooth@comcast.net)  
Pending Assessment Amount: \$117.79  
What Quarter Pending Assessment is For: Q3

Summary of Issue: Their Q3 bill was referred to the city for \$117.79 when their records clearly show that they made a payment of \$124.24 on 07/08. We are removing this charge.

Additionally, the resident stated that he also paid WM for Q2 and paid the assessment. Can you see if he paid during Q2 2019? If yes, I need to push the money back on his account from our assessment office.

Thank you for your time and consideration regarding this matter and I hope you have a good day!

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