

Pillsbury, Clare (CI-StPaul)

From: alan mc cann <paddleryguy@yahoo.com>
Sent: Tuesday, September 8, 2020 4:36 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: Fw: trash hold form
Attachments: wm trash hold.jpg

Follow Up Flag: Follow up
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Think Before You Click: This email originated outside our organization.

Ms. Pillsbury,
Regarding contested trash billing.

I was out of the country from Mar-Jul 2020.
I contacted Waste Management prior to departing, however they did not accept/receive their 'HOLD form' from me prior to my departure.
This went unresolved until I returned.

While I was quarantined in a third world country WM continued to insist the only resolution was for me to send WM their completed 'HOLD form'.
I was unable to complete and send their form as I had no means to accomplish, and I stated this to them. Phone calls or emails are not acceptable per WM rep.
I told them I would contact them upon my return to the US.

Attached is the form WM accepted after I returned to the US.
I had been in contact with the addressee before and after sending to ensure WM acceptance (Jul/Aug2020).

Prior to today, my last contact with WM was 12 Aug. I called for an update and reiterated that the city was sending me trash bills. The WM rep stated WM supervision had to review my account and WM would contact me afterwards.

Received a voicemail from WM representative stating they agreed to remove the prior billing and would had to contact the city to resolve the city trash billing/non-payment. I believe this was 13 Aug. I changed phones- no longer have the record).

That was acceptable to me, sounded great.

I called WM today after receiving another 'non-payment notice' from the City.
WM stated I only owe from Jul-Sep. (I concur). However they did state the city paid \$107.02.
That prompted my first call to you today. During that call, you asked about the WM 'HOLD' acceptance and possible 'credits'. Which I was unable to answer.

I then contacted WM again regarding 'HOLD' acceptance and possible 'credits'.
The WM representative stated the HOLD was accepted, but kept stating the \$107.02 was reversed and that WM does not 'do credits'.

Asking for clarification on what 'reversed' meant, the rep continued to repeat the above.
After a few rephrases from me, and I had to talk over them... the rep finally stated the \$107.02 was not paid by/or was returned by WM to the City. The rep could not clearly communicate which.

When questioned for specifics the WM rep could not provide any other information on this except that the 'reversal' was on August 13 2020, the day following my last call to them.

My concern is the City and/or Waste Management billing for services not rendered.

Thank you Clare for your time and effort in this matter.
/r

Alan McCann
1083 Colette Place, Saint Paul, MN 55116
V/t 6123513651
paddlerguy@yahoo.com

----- Forwarded Message -----

From: alan mc cann <paddlerguy@yahoo.com>
To: charbin@wm.com <charbin@wm.com>
Sent: Friday, July 31, 2020, 1:29:12 PM CDT
Subject: trash hold form

Ma'am,
attached is the completed WM trash hold form.
Thank you.
/r

Alan McCann
1083 Colette Place, Saint Paul, MN 55116
Voice/text: 6123513651