

Clare Pillsbury

From: grevering.sph@gmail.com
Sent: Wednesday, April 26, 2023 3:16 PM
To: Support (Zendesk)
Cc: Clare Pillsbury
Subject: FW: FW: FW: FW: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

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

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, April 26, 2023 2:44 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

Okay – we finally found the money – it will be transferred from the wrong account to her account by Friday this week. One problem the account the money was found on will now have a past due balance of \$69.84 and it is a St Paul resident.

I will have CE contact that person about it.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, April 26, 2023 12:30 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,
Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Wednesday, April 26, 2023 12:02 PM

To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: Re: FW: FW: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

I need it for 1391 Pleasant Ave. If WM is unable to find the payment, we will remove the assessment then.

Best,

Clare Pillsbury

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Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

On Tue, April 25 at 16:14, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, April 25, 2023 3:57 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

Ck # 11436 (note shortened to 1436 when it posted) was received and posted as of 10.24.22 – only to the 698 Randolph Ave Account

10/24/22 1436 PMT SLB 193.16 .00 - in the amount of \$193.16 which is the amount she owed on that account.

I have no idea where the balance of \$69.84 was applied - I ran a couple of queries on my end and cannot find it.

I would suggest she work with her bank to trace it or contact CE and they can open a case to try and find it.

Which account did you need the breakdown for ?

Mary Patch

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

Sent: Tuesday, April 25, 2023 11:43 AM

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

Subject: [EXTERNAL] FW: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, April 25, 2023 9:57 AM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075. Please forward to Waste Management for their input.

Ticket ID#: 23019

Ticket Requester: GINA HIVELEY

Ticket Requester Email: (if available) hiveleyg@msn.com

Ticket Request Phone Number: (if available) +16512701119

Property ID #: 112823330137

Property Address: 1391 Pleasant Ave, South Saint Paul, Minnesota, 55075

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$80.31

Hauler: Waste Management

Ticket Comments: Property owner stated that Waste Management cashed check #11436 for \$263.00 back in October that the property owner sent as payment for her Q4 2022 invoices for both 1391 Pleasant Ave (\$69.84) and 698 Randolph Ave (\$196.16). This was indicated by the fact that they included the payment stubs for both invoices in the same envelope with the check. However, they started to receive notices of nonpayment for 1391 Pleasant Ave. The property owner called Waste Management and was told that the account for 696 Randolph got credited for the invoiced amount of \$196.16. However, Waste Management stated that they never received any

payments for \$263.00. **Please confirm whether the attached payment of \$263.00 was received and how it was applied. Please also provide the following information for Q4 2022 - Q1 2023:**

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

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