

## Vang, Mai (CI-StPaul)

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**From:** Olson, Derek (CI-StPaul)  
**Sent:** Wednesday, October 9, 2019 8:42 AM  
**To:** Vang, Mai (CI-StPaul)  
**Subject:** 1074 Galtier Letters and Shut off  
**Attachments:** IVR calls.xlsx; All Bills.pdf; All Letters.pdf; All Notices.pdf

This customer moved in October 2015. The bill the owner is disputing is from June 2019. The customer made a payment arrangement on August 8<sup>th</sup> to have this paid by August 31<sup>st</sup>. We made the repair August 15<sup>th</sup>. We were able to shut water off September 10<sup>th</sup>, 2019 and October 2, 2019. Both occasions the owner had the water turned back on. The first occasion Ernest Strecker said it was ok to move the new tenant in even though he believed they were living with Megan(We called the owner to get approval). A few days later that tenant then said he didn't live at the property. We cancelled the change in tenants put Megan back on the account. We then placed a placard on the property to get this balance paid. The second occasion(10/2/19) the owner paid the bill. Attached are all letters, a list of IVR calls(if we had an accurate phone number), bills, and notices sent. I may have misspoke when talking about notices. Past Due Notices are sent at 30 days, Termination Notices or Placard 45 days, IVR call (if phone number is up to date) 51 – 53 days, and a Disconnect tag 60 days. Sorry I didn't have these with me or returned to you. If you need anything please let me know.



Derek Olson  
*Customer Service Sr.  
Representative*

1900 Rice Street  
Saint Paul, MN 55113  
Ph: 651-266-6293

[derek.olson@ci.stpaul.mn.us](mailto:derek.olson@ci.stpaul.mn.us)