

Vang, Mai (CI-StPaul)

From: Vang, Mai (CI-StPaul)
Sent: Wednesday, September 18, 2019 12:25 PM
To: Chao, Diana (CI-StPaul)
Subject: RE: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Yes, will do

From: Chao, Diana (CI-StPaul)
Sent: Wednesday, September 18, 2019 11:08 AM
To: Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Hello Mai,

Please see email below. Waste Management needs us to remove the Q1 2019 pending assessment for 249 Erie St. Project # CG1902A4, Assessment # 190104.

Can you please put in an amended resolution for this?

Thanks,
Diana

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, September 16, 2019 5:31 PM
To: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

I am just going through old emails and noticed that I only remove the Q2 2019 bill. Can you work with Mai to get the Q1 2019 assessment removed also? Thanks

Chris

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, August 22, 2019 4:40 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Thanks Mary!

cs

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, August 22, 2019 4:35 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

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

Correct - Q1 and Q2 assessments need to be removed for this address.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Thursday, August 22, 2019 4:16 PM

To: grevering.sph@gmail.com

Subject: RE: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Correct - Q1 and Q2 assessments need to be removed for this address.

Thanks

Mary Patch

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

Sent: Thursday, August 22, 2019 4:11 PM

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

Subject: [EXTERNAL] FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Mary,

Please see clarification below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Sent: Thursday, August 22, 2019 4:08 PM

To: grevering.sph@gmail.com

Subject: RE: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Just so we are all on the same page. Mary wants me to remove the \$102.44 for Q1 assessment and remove the \$102.44 for Q2 assessment?

In no what should the assessments be.

Thanks

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, August 22, 2019 4:01 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error 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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, August 22, 2019 3:24 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Okay then I will have \$102.44 reversed for the 1st Qtr 2019 and \$102.44 reversed for 2nd Qtr total of \$204.88
Any over payment will go against her 3rd Qtr Billing.

Thanks
Mary P

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, August 22, 2019 3:17 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

FYI

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, August 22, 2019 3:15 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Hi Greg,

My apologies! She never paid the city for the 1st Qtr and 2nd Qtr balances sent for certification.

I don't know why Wm sent \$90 over.

Does that answer Mary's question?

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, August 21, 2019 3:03 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

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

Chris,
Please see Mary's request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, August 21, 2019 2:25 PM
To: grevering.sph@gmail.com
Subject: RE: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

I don't see where I ever got a response back from Chris in regard's to this resident's complaint.
I need to know if she ever paid the city for the 1st Qtr and 2nd Qtr balances sent for certification (he can see my note below)

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, August 14, 2019 7:21 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Mary,
Here is my sent email.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, August 12, 2019 5:03 PM
To: Chris Swanson <christopher.swanson@ci.stpaul.mn.us>
Subject: FW: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Chris,
Please see Mary's update below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, August 12, 2019 4:38 PM
To: grevering.sph@gmail.com
Subject: RE: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Okay - this was not a billing error by WM it was a payment error on her part.
She did call and talk to someone in customer service on 8.1.19 and she was told that her payments had been applied to her old WM account and that is because she paid them that way on line.
She was given the correct information to use going forward.
Now customer service may have told her she would have a credit balance but they didn't take into effect that we would probably need to reverse \$192.44 of the amount transferred over from her old account back to the holding account used for certification.

Do we know why she only paid \$90.00 for the Q2 billing amount?

So has she paid anything to the city/county for the certification amounts we sent for 1st Qtr and 2nd Qtr?
If not then I will reverse \$102.44 for 1st Qtr back to our holding account and \$90.00 for 2nd Qtr. For a total of \$192.44.
She would still owe \$12.44 to the city/county for 2nd Qtr and she will owe us \$107.56 for 3rd Qtr. If she did make payments then she would have a credit balance of \$84.88 on her account.

Sorry if this is a bit confusing -

Mary Patch
WM

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, August 12, 2019 4:04 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Mary,
Please see attachments and request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, August 12, 2019 4:01 PM
To: grevering.sph@gmail.com
Subject: FW: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Hi Greg,

Can you send this to WM for some follow up? It looks like they paid. I am confused...

Chris

From: Kirby, Joseph (CI-StPaul)
Sent: Monday, August 12, 2019 3:59 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 249 Erie St - Q1 & Q2 Billing Error Inquiry

Good Afternoon Chris,

Cathalina Young (651-227-4928) called to report two billing errors.

WM referred the Q1 & Q2 to the city both for \$102.44, respectively. Cathalina stated that she made one Q1 payment for \$102.44 on 02/20 and one Q2 payment for \$90.00 on 05/16, I have attached the proof of payment she provided me this afternoon. She also stated that she spoke with a WM billing specialist who stated that she has a credit on her account for Q3 but would need to pay the city Q3 amount listed on her NNP, I already submitted a complaint for this.

Could you send this over to WM and inquire about their payment records for the Q1 and Q2 billing cycles?

Thank you for your time and consideration, both are greatly appreciated.

Respectfully,



The Most Livable
City in America

Joe Kirby
Customer Service Representative

Saint Paul Public Works
1500 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-6103
F: 651-266-6222
joseph.kirby@ci.stpaul.mn.us



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