

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, June 29, 2020 10:29 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)
Subject: RE: FW: 1215 EDGCUMBE RD - (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Mary!



Clare Pillsbury
Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102
P: 651-266-8862
F: 651-266-6222
Clare.Pillsbury@ci.stpaul.mn.us

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, June 24, 2020 1:31 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 1215 EDGCUMBE RD - (Q1 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Mary.

Greg Revering

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, June 24, 2020 11:24 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1215 EDGCUMBE RD - (Q1 2020) Assessment Error/Complaint Inquiry

I'm sorry but a home owner should know if they made a payment or not on their account.

By the same token a customer service agent should know the difference between a payment and a balance removed (technically a write off)

Example

01/03/20 ST PAUL BAL PMT MSC	109.64	.00
04/03/20 ST PAUL BAL PMT MSC	107.02	.00

Once again the agent assumed those two line items were payments – so I will have a talk with her supervisor. I am curious on the comment from the P/O where she stated” another one came in on 3.29.20 and posted 4.2.20” there is nothing like that on her account.

Since October 2018 we have only received two payments from the P/O and that was on 3.28.19 for 1st Qtr 2019 and again on 4.13.20 and that paid for 2nd Qtr 2020.

The resident has only contacted us twice – once on 5.21.20 – not sure why it doesn’t say.

The second time was on 6.22.20 and all the note says is that Marcia CI for invoice review.

Sorry, but Maria still owes those amounts.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, June 24, 2020 11:02 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1215 EDGCUMBE RD - (Q1 2020) Assessment Error/Complaint Inquiry

Mary,
Please see information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, June 24, 2020 10:56 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1215 EDGCUMBE RD - (Q1 2020) Assessment Error/Complaint Inquiry

SPlease forward to Waste Management:

Property Address & PID: 1215 EDGCUMBE RD (PID: 102823140037)

Property Owner: MARCIA A CORDES

Phone Number or Email:

Pending Assessment Amount: \$107.02

Quarter Pending Assessment is For: Garbage Service Medium Cart Weekly; 3 Late Fees; Jan 1-Mar 31 2020

Summary of Issue: Property owner stated that they called Waste Management on 06/22/2020 and the CSR stated that there was a payment on 01/03/2020. There was another one that came in on 03/29/2020 and was posted on 04/02/2020. This would mean that there were at least two payments coming in during Q1 2020. The CSR also stated that

based on this fact, the property owner should not have received assessment for that quarter. Please provide documentation for all invoices and payments made from Q1 2020 – Q2 2020 as well as the history of contact between the property owner and Waste Management during that time.

Thank you!



Clare Pillsbury

Management Assistant I

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