

Jillian Barden

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Thursday, June 12, 2025 2:13 PM
To: Jillian Barden
Subject: Re: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

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

see attached

On Thu, May 15 at 18:35, Consortium wrote:

Please see WM update
Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: May 15, 2025 at 12:09:59 PM CDT
To: Greg Revering <grevering.sph@gmail.com>
Subject: RE: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

We weren't back billing her - it was the timing of her payment and the decline of that payment that caused that balance to carry over

She owes both amounts - consider it a fluke

We did nothing wrong and should be paid for both quarters.

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, May 15, 2025 11:53 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see question from Jillian

Sent from my iPhone

Begin forwarded message:

From: "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: May 14, 2025 at 1:25:09 PM CDT
To: Consortium <grevering.sph@gmail.com>
Subject: Re: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

What amount are you removing? The \$134.31, or would it be \$154.44 because late fees are attached.

If \$154.44 is removed, then the remaining balance is \$131.72 and Q1 should have been \$158.96 after late fees are attached. This does not seem right

If \$134.31 is removed, then the remaining balance is \$151.86 and it should be \$158.96 after late fees are attached. This also does not seem right

On Tue, May 13 at 20:24, Consortium wrote:

Please see WM update

Sent from my iPhone

Begin forwarded message:

From: "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: May 13, 2025 at 5:15:48 PM CDT
To: Consortium <grevering.sph@gmail.com>
Subject: Re: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

ok, that you for the clarification. We will be removing the Q4 charges because it is backbilling the customer

On Tue, May 13 at 17:13, Consortium wrote:

Please see WM update

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: May 12, 2025 at 8:15:26 AM CDT
To: Greg Revering <grevering.sph@gmail.com>
Subject: RE: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Here's why - and I can't explain why that balance of \$134.31 was not on the certification list for 4th Qtr 2025.

Her 10.24.24 payment declined and then that balance got carried over to the 1.5.25 billing and then the certification.

10/05/24 MISC TAX	INV T1A	9.51	9.51
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10/05/24 MISC TAX	INV T1I	27.30	36.81
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10/05/24	INV 06A	97.50	134.31
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10/24/24 IVR-ACH	PMT SLB	134.31	.00
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10/25/24 IVR-DCL-ACH	PMT SLB	134.31	134.31
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01/05/25 MISC TAX	INV T1A	9.78	144.09
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01/05/25 MISC TAX	INV T1I	28.10	172.19
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01/05/25	INV 06A	100.35	272.54
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From: Greg Revering <grevering.sph@gmail.com>

Sent: Monday, May 12, 2025 6:52 AM

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

Subject: [EXTERNAL] Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see the question from Jillian

Sent from my iPhone

Begin forwarded message:

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

Date: May 9, 2025 at 3:02:20 PM CDT

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

Subject: Re: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

why is her assessment \$286.17 if her Q1 bill was \$138 on Jan 24?

On Wed, May 7 at 10:08, Consortium wrote:

Please see WM update

Sent from my iPhone

Begin forwarded message:

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

Date: May 6, 2025 at 7:05:27 AM CDT

To: Greg Revering <grevering.sph@gmail.com>

Subject: RE: Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Yes she did pay us but the payment declined and if she would have contacted customer service in the last several months they would have told her that.

She can check with her bank.

01/24/25 IVR-ACH PMT SLB 138.23

01/27/25 IVR-DCL-ACH PMT SLB 138.23

This payment also declined for 4th Qtr 2024

10/24/24 IVR-ACH PMT SLB 134.31 .00

10/25/24 IVR-DCL-ACH PMT SLB 134.31 134.31

From: Greg Revering <grevering.sph@gmail.com>
Sent: Monday, May 5, 2025 7:17 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see question from Jillian

Sent from my iPhone

Begin forwarded message:

From: "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: May 5, 2025 at 11:12:27 AM CDT
To: Consortium <grevering.sph@gmail.com>
Subject: Re: 1753 Ames Pl, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Is there an update on this?

On Fri, April 25 at 11:52, City of Saint Paul wrote:

Hello,

We've received an Assessment Inquiry for 1753 Ames Pl, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 1088950

Ticket Requester: Donna Stutsman

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16517749982

Property ID #: 272922140064

Property Address: 1753 Ames Pl, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2025

Pending Assessment Amount: \$286.17

Hauler: Waste Management

Ticket Comments:

Paid WM on Jan 23, confirmation # 301015514134 in the amt of \$286.17. She received an assessment from us for Q1 in the amount of \$286.17. PO paid by phone

Please provide the following information:

- Name and mailing address on the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

Jillian

City of Saint Paul

Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

Recycling is a good thing. Please recycle any printed emails.