

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, July 14, 2020 9:56 AM
To: Black, Alisha (CI-StPaul)
Subject: RE: Remove pending Q1 assessment - 1188 Edgerton - FW: FW: Waste Management

Thanks for checking in! I have. Sorry for the delay. I was putting this one off since the legislative hearing isn't until next week 😊



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: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Sent: Tuesday, July 14, 2020 9:55 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: Remove pending Q1 assessment - 1188 Edgerton - FW: FW: Waste Management

Hi Clare!

Just want to confirm that you received the below complaint response from WM regarding the Q1 pending removal for 1188 Edgerton? I have done my complaint stuff on this one.



Alisha Black

Office Assistant III

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

P: 651-266-5692

F: 651-266-6222

alisha.black@ci.stpaul.mn.us

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Tuesday, July 14, 2020 9:45 AM
To: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints

Looks like this went to Clare and not you...

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 13, 2020 11:05 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints

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: Monday, July 13, 2020 10:30 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints

Yes she did make the two payments noted below - but for some reason when she made them she used her old WM account information (500-288056)
She has an old WM account that she canceled back in Sept 2017 – so I will move that credit balance of \$176.00 to her new consortium account.
You can remove the \$87.32 assessment for Qtr 1 2020 and I will reverse that amount off of our holding account
The remaining amount of \$88.68 will stay as a credit balance on her current account.

I will have someone call her and explain this.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 13, 2020 8:41 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: Waste Management - St. Paul Customer Service / Operations Complaints

Mary,
Please see billing issue 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, July 13, 2020 8:32 AM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: Waste Management - St. Paul Customer Service / Operations Complaints

From: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Sent: Friday, July 10, 2020 3:47 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Waste Management - St. Paul Customer Service / Operations Complaints

Date	Property	Caller	Caller Contact	Issue Type	Complaint
7/10/2020	1188 Edgerton	Janet	763-439-4713	Billing Error/Issue (NOT Non-Payment); Notice of Non-Payment/Late Fees	Caller received to WM on confirmations payments



Alisha Black

Office Assistant III

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Saint Paul, MN 55102

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