

Chao, Diana (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, July 29, 2019 4:16 PM
To: Chao, Diana (CI-StPaul)
Subject: FW: FW: 1456 Cohansey St - 8/1 LH - Waste Management

Follow Up Flag: Follow up
Flag Status: Flagged

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Monday, July 29, 2019 4:11 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 1456 Cohansey St - 8/1 LH - Waste Management

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

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, July 29, 2019 3:26 PM
To: grevering.sph@gmail.com
Subject: RE: FW: 1456 Cohansey St - 8/1 LH - Waste Management

There is absolutely no notes on his account stating that he called in to customer service between Jan and March 2019 to complain about not getting serviced.

What is his reason for not paying 4th Qtr 2018 (no phone calls for that period either).

He called us on 6.13.19 to state he had missed service in April 2019 (which would be 2nd Qtr 2019) and the agent gave him a credit of \$28.10 which is way more than he should have gotten for 3TL EOW service.

WM will not be crediting the account any further.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, July 29, 2019 9:26 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 1456 Cohansey St - 8/1 LH - Waste Management

Mary,
Please see City 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, July 29, 2019 8:51 AM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: FW: 1456 Cohansey St - 8/1 LH - Waste Management

From: Chao, Diana (CI-StPaul)
Sent: Monday, July 29, 2019 8:26 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1456 Cohansey St - 8/1 LH - Waste Management

Hi Greg,

Does WM have more info on this address? Their stated reason for appeal for their Q1 assessment of \$60.83 is: "Refuse hauler failed to pickup at the address listed above during the period in question."

We would appreciate a response back on this ASAP, as we need to get this hearing file entered in tomorrow.



Diana Chao
Solid Waste Programs Specialist

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