

Jillian Barden

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, July 22, 2024 1:21 PM
To: Jillian Barden
Subject: Re: FW: FW: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

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

forward

On Mon, July 22 at 13:14, City of Saint Paul wrote:

Please disregard my question about the late fees. I got it figured out. So sorry

On Mon, July 22 at 12:44, City of Saint Paul wrote:

Searching it that way worked, thank you.

Why were his late fees removed/not sent to the city?

On Mon, July 22 at 12:08, Consortium wrote:

Please see Highland update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>

Sent: Monday, July 22, 2024 11:59 AM

To: grevering.sph@gmail.com

Subject: RE: FW: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

We enter the return payments when we are reconciling the bank account, usually at the end of the month.

They did receive the 2nd and 3rd notice of non-payment. The list that I submit is in account number order. Their account number is 21784. You can find them if you look for the account that way. They did not receive the first notice as I am assuming we caught the return after the notice went out.

From the beginning of the contract, my understanding is the RDU paid the original invoice. An NSF fee would not be on the original invoice so we have never made people pay that until they were billed for it.

Please let me know if there are any other questions.

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Friday, July 19, 2024 1:53 PM

To: info@highlandsanitation.com

Subject: FW: FW: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Sue,

Please see questions from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, July 19, 2024 10:19 AM

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

Subject: Re: FW: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Out of curiosity, why are payments processed weeks later to find they are NSF?

He was never sent the 1st, 2nd, or 3rd NNP. Was it because his account was marked as paid on Jan 18 but the payment reversed on the Feb 22, and so it wasn't caught? But why did he still not receive notice 2 or 3?

Also, PO paid the \$30 NSF fee in Q2, and that should have been included on Q1 billing.

On Thu, July 18 at 10:05, Consortium wrote:

Please see Highland update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>

Sent: Thursday, July 18, 2024 8:43 AM

To: grevering.sph@gmail.com

Subject: RE: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

There is a little confusion with this one.

The amount that was turned in to the City of St. Paul is correct and is still due.

Joanna called on April 5, 2024, after past dues were submitted and new invoice was produced, and made a payment of \$142.57 which was for the April, May and June invoice.

I have attached the payment history showing the adjustments that were made and the payments that were made.

On a side note, I already answered this same email on July 10, 2024.

Please let me know if you have any other questions.

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]

Sent: Monday, July 15, 2024 3:03 PM

To: info@highlandsanitation.com

Subject: FW: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Sue,

Please see the information and request from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Monday, July 15, 2024 2:24 PM

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

Subject: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104. Please forward to Highland Sanitation for their input.

Ticket ID#: 633112

Ticket Requester: Daniel J Mcnellis

Ticket Requester Email: (if available) mcloeks2017@gmail.com

Ticket Request Phone Number: (if available) +16517345017

Property ID #: 352923130154

Property Address: 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104

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

Billing year for Pending Assessment: 2024

Pending Assessment Amount: \$129.46

Hauler: Highland Sanitation

Ticket Comments:

PO says he's spoken with Highland and has gotten the bill straightened out. Please confirm with Highland that this assessment can be lifted.

Exact words from PO "The representative at Highland Sanitation instructed us to call you folks to have the assessment erased/waived. I'm not sure how any of this works honestly. I look forward to hearing from you soon"

Can you confirm we can waive the assessment?

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