

## Vang, Mai (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Monday, December 23, 2019 12:04 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: Waste Management - St Paul Customer Service/Operations Complaints

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Wednesday, September 25, 2019 11:54 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@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.**

Chris,  
Please see Mary's update.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Wednesday, September 25, 2019 11:52 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: FW: Waste Management - St Paul Customer Service/Operations Complaints

I never did finish that book.

Well, if he doesn't have a cart he should be calling customer service to have one delivered.  
Looks like he hasn't called about any problems – he leaves that up to his neighbor at 925 Lincoln Ave

Per the serial number spreadsheet both 923 and 925 Lincoln Ave were delivered 32 gal trash carts last fall.  
So what happened to his cart?  
Per some of the notes on his account and his neighbors they are sharing the one cart she apparently has.

In my opinion he owes the \$211.01 and since he has bothered to call customer service I will put in a ticket today to have a cart delivered to him.

The reason the balance is so high is because his neighbor's trash service was missed back in March 2019 and when she called in she mentioned that his was missed also.

Turns out we never had an account for either address and the only reason they called is because they were missed. I back billed them to 10.1.18.

Mary Patch

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, September 24, 2019 1:05 PM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: Waste Management - St Paul Customer Service/Operations Complaints

Mary,  
Please see questions below from Chris.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, September 24, 2019 12:40 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Chao, Diana (CI-StPaul) <[Diana.Chao@ci.stpaul.mn.us](mailto:Diana.Chao@ci.stpaul.mn.us)>  
**Subject:** RE: Waste Management - St Paul Customer Service/Operations Complaints

Hi WM,

We received a legislative hearing request from the resident at 923 Lincoln Ave. He stated that after numerous contacts with WM he has not heard back from anyone. He now has a delinquent amount for \$211.01. He feels like he should not have to pay this as he has not had a cart this entire time.

Did Mary finish her book on this one? Should we remove the assessment? Does he have a cart? Can you tell me what is going on here? \$211.01 seems like a pretty large amount for service for a SFU.

Thanks

Chris

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Friday, May 17, 2019 2:11 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** [nicole.r.franklin@outlook.com](mailto:nicole.r.franklin@outlook.com)  
**Subject:** FW: Waste Management - St Paul Customer Service/Operations Complaints

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

Chris,

Please see WM's updates below.

*Greg Revering*  
Chief Manager

St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>

**Sent:** Friday, May 17, 2019 12:55 PM

**To:** Nicole Franklin; Hamstra, Micah; Hoekstra, Darrell; Hartman, Jason; Heinzig, Gary; Altman, Julie; Sarner, Ryan; Westlund, Tyler; VanDussen, Peter; Swanson, Robert

**Subject:** RE: Waste Management - St Paul Customer Service/Operations Complaints

1500 Kent St – Lawrence J Pfundstein – I had customer service call him and get a copy of his canceled check for the payment he made in January 2019.

I found it applied to a different account (not his) and I am having customer service call him back to let him know that we found it. I will also reverse the certification amount of \$96.08 on our end – if the city wants to remove it on their end.

350 Warwick St – Linda Vannatta – I will have someone in customer service call her about this issue.

She does not owe us anything at this time – and you can remove the \$70.34 amount that we sent to the city for certification – since that was our error and is on the new list I sent over late yesterday.

805 Orange Ave E – Boon Lor - I have canceled this account back to 12.1.18 and put in unused service credit for Dec 18 to Jun 19. I will have someone in customer service call him about this and see if he wants a refund.

2109 Palace Ave – Cynthia MacGregor – I sent an e-mail to Tyler and Rob on Wednesday morning since I had received this late on Tuesday 5.14.19.

I have not heard back from them as to whether or not someone checked out the alley. Since she is a Monday pick up and she never called our call center and called the city on Tuesday – not a lot we can do at this point – except to talk to the driver.

714 Case Ave – Thomas A Morse – Yes we have had one unit of the duplex listed as vacant since 10.1.18. As far as his payments and different amounts - that is because he was making the payments to his old WM account. So when we moved the money to his new St Paul account it would cause his invoices to be different because of the money we moved to it.

I will reverse the amount of \$96.08 on his account that was sent to the city for 1<sup>st</sup> Qtr certification and you can take it off of certification on your end.

I will have someone call him and let him know that. He does know about the payments going to the wrong account – he talked to someone in customer service on 5.14.19.

923 Lincoln Ave - Daniel Halvorsen – I will have to send you a separate e-mail on that one - I might have to write a book.

Thanks

**Mary Patch**  
Municipal Sales Coordinator  
[mpatch@wm.com](mailto:mpatch@wm.com)

**Waste Management**  
20520 Keokuk Ave Suite 200  
Lakeville, MN 55044  
Phone: (952) 460-8667  
Fax: (952) 460-8699

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**From:** Nicole Franklin <[nicole.r.franklin@outlook.com](mailto:nicole.r.franklin@outlook.com)>  
**Sent:** Tuesday, May 14, 2019 4:27 PM  
**To:** Hamstra, Micah <[mhamstra@wm.com](mailto:mhamstra@wm.com)>; Hoekstra, Darrell <[dhoekstr@wm.com](mailto:dhoekstr@wm.com)>; Hartman, Jason <[jhartma5@wm.com](mailto:jhartma5@wm.com)>; Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>; Heinzig, Gary <[gheinzig@wm.com](mailto:gheinzig@wm.com)>; Altman, Julie <[jaltman4@wm.com](mailto:jaltman4@wm.com)>; Sarner, Ryan <[RSarner@wm.com](mailto:RSarner@wm.com)>; Westlund, Tyler <[twestlun@wm.com](mailto:twestlun@wm.com)>; VanDussen, Peter <[PVanDuss@wm.com](mailto:PVanDuss@wm.com)>; Swanson, Robert <[rswanson@wm.com](mailto:rswanson@wm.com)>  
**Subject:** Fw: Waste Management - St Paul Customer Service/Operations Complaints

Good Afternoon,

Please see the city's email below and provide the requested information.

Thanks,

Nicole Franklin  
St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, May 14, 2019 4:23 PM  
**To:** [nicole.r.franklin@outlook.com](mailto:nicole.r.franklin@outlook.com)  
**Subject:** FW: Waste Management - St Paul Customer Service/Operations Complaints

Please see below billing and/or customer service complaints from customers in Waste Management areas.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, May 14, 2019 4:22 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** Waste Management - St Paul Customer Service/Operations Complaints

Hello Greg,

The City has received the following billing and/or customer service complaints from customers in Waste Management areas. Can you please ensure these issues are resolved with these WM customers? (Provided below).

Date of Complaint	Address	Caller Name	Caller Phone	Issue
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5/13/2019	1500 kent	LAWRENCE J PFUNDSTEIN	651-330-6012	check was sent in 2019. Now has assessments for \$ and the payment on the billing issued on the 2019 assessment
5/13/2019	350 Warwick St	Linda V Vannatta	651-492-1104	Wants a follow up previous account there may be some have someone call on Feb 25th and the amounts and now before the program some additional
5/13/2019	805 Orange Ave E	Boon Lor	651-494-8081	This property was sent in a billing has continued to PO made payment refund/credit. Please
5/14/2019	923 Lincoln Ave	Daniel Halvorsen	651-413-1510	The resident reported beginning of the delivered for the been calling WM request a cart as call back. Please as well as discuss cart.
5/13/2019	714 Case	Thomas A Morse	651-497-6336	Resident has contacted there is an outstanding \$96.08. The resident getting bills that a check in with this vacancy on record was sent to WM
5/14/2019	2109 Palace Ave	Cynthia MacGregor	<a href="mailto:clmacgregor2@gmail.com">clmacgregor2@gmail.com</a>	Cynthia states that garbage strewn at this issue.

Thank you as always for your attention to these issues. Please confirm receipt of this email.

Please let me know if you have any further questions.

Thank you,

Chris

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