

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, November 30, 2020 5:08 PM
To: Pillsbury, Clare (CI-StPaul)
Cc: Black, Alisha (CI-StPaul)
Subject: FW: 1516 Holton St Saint Paul Ellen Koneck

Follow Up Flag: Follow up
Flag Status: Completed

Hi Clare,

Per Mary's email, we need to reduce the Q3 2020 assessment.

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, November 25, 2020 6:35 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1516 Holton St Saint Paul Ellen Koneck

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

Chris,
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: Tuesday, November 24, 2020 5:48 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: 1516 Holton St Saint Paul Ellen Koneck

Okay – well - so over eighteen months later we will get this straightened out.

Now I checked with customer service and they pulled the call – and the agent did not hang up on the P/O

Per Supervisor

Mary – I did listen to the call and she did not hang up on the customer. The customer stated “thank you very much” and then call ended.

I will pull Trish tomorrow to review the correct process for this situation.

She will discuss further tomorrow with the agent what she could have done differently and they will have someone call the P/O back.

Here's where it gets tricky – at the very least the agent could have set up a new account - but then we wouldn't have the history of all the balances – because she wouldn't have just changed the name - she would have set up a new account - that is how they are trained. She really should have brought it to the attention of a supervisor.

So here is what I have been able to piece together – going back to the original information that the city was sending to the haulers this property was listed in the name of Ethan T Conroy who owned it prior to selling to Ellen in June 2018. I have no idea what the final list looked like that was sent to Pete’s to set up their accounts - I do know that the information that we got from Pete’s in July 2019 had this property listed as still belonging to Ethan T Conroy.

MONDAY 222923240091 1516 Holton St Ethan T Conroy Carol A Conroy 151

So the first invoice that was mailed out by WM was mailed to Ethan at 1516 Holton St - we received a change of address card in Oct 2019 to mail the invoices to Denver CO - the person handling this information just changed the mailing address and that was it - since we had no phone number to call Ethan at.

I did find on the 7.19.19 spreadsheet from the city that Ellen’s name was on it – but I wouldn’t have known at the time to update anything.

So I will credit back all the finance charges that have accumulated on the account since the 10.5.19 billing. The city can remove the \$10.08 off the 3rd qtr certification and we will remove it from our holding account. Plus I will credit off the current finance charge on the account - I don’t think she will owe us much of anything after we do this - but I will make sure someone let’s her know what to pay – so she doesn’t end up with this 4th Qtr going to certification.

Mary Patch

11/24/2020	1516 Holton Street	Ellen Koneck	651-442-1030	Billing Error/Issue (Payment); Notice of Fees; Incourteous/hauler CSR; Incorrect a hauler CSR
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