

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, April 29, 2020 10:39 AM
To: Vang, Mai (CI-StPaul)
Subject: FW: FW: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Please add this to the file for 876 Arkwright.

Thank you!



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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www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 4:56 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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

Clare,
Please see information below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, April 17, 2020 4:43 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Well we did have a miracle - and it was the customer at fault - the account number he gave the bank was from an old account he had at 1876 Mechanic Ave – which is actually the mailing address on this account
Research will move it to his correct account and I will credit off the finance charges on our end and you can remove the \$117.80 from certification.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 1:46 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,
Please see update from Clare.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, April 17, 2020 1:39 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Thanks Mary. They did check with Wells Fargo and were unable to get the full account number. Please let us know what you find.



Clare Pillsbury

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 1:16 PM

To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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Clare,
Please see information and question from Mary.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, April 17, 2020 1:10 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Did he check with Wells Fargo ????
If not he needs to since I'm pretty sure either he or the bank put the wrong last five digits on the transaction.
Is he expecting some miracle from us in finding it?
I'll have to send this to cash apps and see if they can come up with something - I can't guarantee anything.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 17, 2020 11:40 AM
To: Patch, Mary <mpatch@wm.com>
Subject: FW: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,
Please see request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, April 17, 2020 11:21 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Hello Mary,

Can you find the account that the payment was sent to and transfer the money to the account for 876 Arkwright? It looks as though the resident did make an effort to pay and that the amount for the Quarter 4 2019 invoice did get paid to Waste Management in some form.



Clare Pillsbury

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From: Pillsbury, Clare (CI-StPaul)

Sent: Monday, April 13, 2020 4:06 PM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Thank you Mary. I have told the resident to check with Wells Fargo to see if they may have sent the payment to the wrong account.



Clare Pillsbury

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Monday, April 13, 2020 2:46 PM

To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: FW: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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Clare,
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, April 13, 2020 2:12 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: FW: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

I think this property owner is going to have to work with Wells Fargo on where this payment ended up. His full account number is [REDACTED] – but if you look at the back up - the last five digits are 03003. Wells Fargo should be able to put a trace on it for him. I can try having WM research it also - but he should also work with Wells Fargo.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com> 's
Sent: Monday, April 13, 2020 11:28 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,
Please see attached.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, April 13, 2020 11:06 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

There may be something wrong with that file. For some reason I can no long open it so I am attaching the jpg just in case.

Clare Pillsbury



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Sent: Monday, April 13, 2020 10:54 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

I have attached the account statement from the property owner.

Thank you.



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 13, 2020 10:44 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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Clare,
Please see Mary's request below.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, April 13, 2020 10:04 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Could the city please provide me with whatever documentation the resident sent to them showing their payment to WM.

As I stated previously I can't find where it was applied and if they have something that could help me research it that would be great.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, April 10, 2020 12:54 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,
Please see information below.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Friday, April 10, 2020 12:35 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Hello Mary,

We just received documentation from the property owner that there was a payment made to Waste Management on 10/21/2019 for \$102.44, This appears to have been a payment made to an account ending in 3003. Is that the account for 876 Arkwright Ave?

As its pretty clear from the account statement that the property owner provided, there was a withdrawal from the account for \$102.44 due to a payment made to Waste Management. Would there be a reason that a payment made on 10/21/2019 would not show up on billing record? Does this individual have any other accounts with Waste Management?

Thank you!



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From: grevering.sph@gmail.com <grevering.sph@gmail.com> /
Sent: Monday, April 6, 2020 5:19 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

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

Clare,
Please see information below from WM.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Monday, April 6, 2020 4:38 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

This is what I have - I show last payment in July 2019

8283464	07/18/19	ONLINEPMT	PMT	SLB		102.44	.00
8381695	10/05/19	MISC TAX	INV	T1A	7.25		7.25
8381695	10/05/19	MISC TAX	INV	T1I	20.82		28.07
8381695	10/05/19		INV	06A	74.37	102.44	
8381695	10/30/19	FIN CHRG	FIN	LPR	5.12		107.56
8381695	11/26/19	FIN CHRG	FIN	LPR	5.12		112.68

8381695 01/02/20 FIN CHRG FIN LPR 5.12 117.80
8381695 01/03/20 ST PAUL BAL PMT MSC 117.80 .00

No payment for 4th Qtr 2019 and they did pay 1st Qtr 2020 on 1.23.20.

Is it possible that she paid the hauler that services another of their properties at 1876 Mechanic Ave twice instead of paying WM.

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, April 6, 2020 4:11 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Mary,
Please see billing question below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, April 6, 2020 4:06 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 876 ARKWRIGHT ST - (Q4) Assessment Error/Complaint Inquiry

Please forward to Waste Management:

Property Address & PID: 876 ARKWRIGHT ST (PID: 292922320092)
Property Owner: Vang, Ka Houa Moua
Phone Number or Email: 651-308-1659; maoxiong6@gmail.com
Pending Assessment Amount: \$117.80
Quarter Pending Assessment is For: Garbage Service Large Cart weekly; 3 Late Fees; Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that she already paid her Q4 2019 bill. Please provide billing and payment history for Q3 2019 - Q1 2020.

Thank you!

Clare Pillsbury
Management Assistant I
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