

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Thursday, October 8, 2020 3:49 PM
To: 'grevering.sph@gmail.com'; Swanson, Christopher (CI-StPaul)
Subject: RE: FW: 1230 Dayton Ave Q2 2020 Assessment Inquiry

Thank you Mary. I will remove the late fees then and reduce the assessment to \$93.07.



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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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, October 8, 2020 3:43 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: FW: 1230 Dayton Ave Q2 2020 Assessment Inquiry

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

Clare,
Please see Mary's update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, October 8, 2020 3:41 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 1230 Dayton Ave Q2 2020 Assessment Inquiry

Billed on 4.5.20 for Apr/May/June

04/05/20 MISC TAX	INV T1A	6.59	6.59
04/05/20 MISC TAX	INV T1I	18.92	25.51
04/05/20	INV 06A	67.56	93.07
04/27/20 FIN CHRG	FIN LPR	4.65	97.72
05/27/20 FIN CHRG	FIN LPR	4.65	102.37
06/26/20 FIN CHRG	FIN LPR	4.65	107.02
07/06/20 ST PAUL BAL	PMT MSC		107.02 .00

So her payments were scheduled to come out of her Visa Card around the 25th of each month

See prior payments

10/25/19 RECUR-VISA	PMT SLB	96.08
01/25/20 RECUR-VISA	PMT SLB	93.07

But she got this notice by e-mail on 4.25.20 because the credit card on file needed to be updated.

Declined Reason:

Expired Card.

So she called in on 4.27.20 and updated her CC information. But the agent missed one important step and not all agents are trained to know this.

If you already have been billed for the service and you get a decline notice – you need to make a one time payment for that billing. Then auto-pay will kick in when we bill you again. Which it did in her case for the 7.5.20 Billing. We can't go backwards.

04/27/2020 10:36:31 ELEWIS8

MARY CALLED IN TO CHANGE PAYMENT METHOD

Not sure what transpired with this conversation – since we hadn't yet sent her balance to the city. But it was denied by billing – since they were in the process of moving the balances from the account. Agent was supposed to call her back – not sure if she did. Nothing mentioned about still having an outstanding balance when she called.

07/01/2020 12:42:53 ESTEVEN3

MARY CALLE TODAY ASKING FOR THE FINANCE CHARGE ON HER ACCT TO BE WAIVED.

07/01/2020 12:42:00 ESTEVEN3

WAIVE FINANCE CHARGE

07/01/2020 12:42:45 ESTEVEN3

OF \$13.95

07/02/2020 11:14:17 JMILLE44

WHY, STILL OWES

07/02/2020 12:07:40 ESTEVEN3

WILL LET HER KNOW DENIED

Mary Patch

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

Sent: Thursday, October 8, 2020 2:44 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: 1230 Dayton Ave Q2 2020 Assessment Inquiry

Mary,

Please see information and 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: Thursday, October 8, 2020 2:43 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1230 Dayton Ave Q2 2020 Assessment Inquiry

Please forward to: WM

Property Address & PID: 1230 Dayton Ave & 032823120024
Property Owner: Shane Perry
Phone Number or Email: 612-432-2431; maryandshane.perry@comcast.net
Pending Assessment Amount: \$107.02
Quarter Pending Assessment is For: Q2 2020

Summary of Issue:

Property owner stated that there was not outstanding amount due on their accounts. They stated that they had two telephone discussions with Waste Management about an invoice previously. They have automatic payments and feel that they should not have missed a payment. **Please provide records of all invoices and payments from Q1 2020 – Q3 2020. Please also provide records of all contact with the property owner during this time period as well.**

Thank you!



Clare Pillsbury

Management Assistant I

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