

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Friday, September 30, 2022 8:12 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: Fwd: 1019 Edgerton St, Saint Paul, Minnesota, 55130 - (Quarter 2 (April - June)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Friday, September 30, 2022 7:54 AM
To: 'Greg Revering' <grevering.sph@gmail.com>
Subject: RE: Fwd: 1019 Edgerton St, Saint Paul, Minnesota, 55130 - (Quarter 2 (April - June)) - Assessment Inquiry

He tells an interesting story. But he has never been an ADS customer – he has always belonged to WM. I really would believe him if he had been with ADS since I know that scenario has happened. But it shouldn't be our responsibility to wade thru a spreadsheet to find new mailing addresses for the residents – they can pick up the phone and call us.

Also it doesn't state at what point his mailing address did change.

It also looks like he was on auto pay until 1.24.22 and he stopped it. That's when his payment problems started also.

Notice below in the notes on his account – in late January he called to stop auto pay and never mentioned a change in mailing address.

He called in late July to give us that updated address. MY main question is - when did your mailing address change from Rose to 15th St.

1st Qtr 2022 – 1-96 gal trash cart and 2-64 gal trash carts and taxes.

01/06/22	MISC TAX	INV T1A	21.24	21.24
01/06/22	MISC TAX	INV T1I	60.97	82.21
01/06/22		INV 06A	217.74	299.95
01/21/22	OTP-PRE-MC	PMT SLB	299.95	.00

2nd Qtr 2022 – 1-96 gal trash cart and 2-64 gal trash carts and taxes -plus 3 finance charges.

04/05/22	MISC TAX	INV T1A	21.24	21.24
04/05/22	MISC TAX	INV T1I	60.97	82.21

04/05/22	INV 06A	217.74	299.95
04/28/22	FIN CHRG FIN LPR	14.99	314.94
05/27/22	FIN CHRG FIN LPR	14.99	329.93
06/27/22	FIN CHRG FIN LPR	14.99	344.92
07/05/22	ST PAUL BAL PMT MSC		344.92 .00

3rd Qtr 2022 1-96 gal trash cart and 2-64 gal trash carts and taxes.

07/06/22	MISC TAX INV T1A	21.24	21.24
07/06/22	MISC TAX INV T1I	60.97	82.21
07/06/22	INV 06A	217.74	299.95
07/25/22	OTP-MC PMT SLB		299.95 .00

He never mentioned anything about 4th Qtr 2021

1-96 gal trash cart and 2-64 gal trash carts plus taxes and 3 extra bags. 3 Finance charges.

10/05/21	MISC TAX INV T1A	21.46	21.46
10/05/21	MISC TAX INV T1I	61.65	83.11
10/05/21	INV 06A	211.17	294.28
10/05/21	INV 06X	9.00	303.28
10/27/21	FIN CHRG FIN LPR	15.16	318.44
11/29/21	FIN CHRG FIN LPR	15.16	333.60
12/28/21	FIN CHRG FIN LPR	15.16	348.76
01/06/22	ST PAUL BAL PMT MSC		348.76 .00

01/24/2022 09:08:46 RDIAZ13

VANG CI TO COMPLAIN ABOUT NOT RECIVING PPR INVOICE -/ ASKED FOR AUTOPAY BUT SYS SHOWING CUST NEEDS TO RESET PASWRROS RESET //

01/24/2022 09:43:17 JCARLOS1

NONE SERVICE EMAIL ADDRESS AND CONFIRMED BILLING EMAIL ADDRESS

01/24/2022 09:57:35 JCARLOS1

XIONG CI TO SEE ABOUT TAKING CARE OF A BILL FROM HIS CITY THROUGH WM ADVISED CUST TO CONTACT THE CITY CUST ALSO REQ TO HAVE RECEIPT SENT TO HIM BY MAIL ADVS CUST THAT WE CANT SEND THOES OUT BUT I CAN GIVE HIM THE CONFIRMATION NUMBERS.

01/24/2022 10:21:40 JCARLOS1

UNENROLLED ACCOUNT FROM AUTO PAY AND ALSO UNENROLLED 500-406807 FROM AUTO PAY AS WELL PER CUST RQUEST

07/25/2022 16:46:46 NMOJICA1

DECLINED SERVICE EMAIL ADDRESS AND CONFIRMED BILLING EMAIL ADDRESS

07/25/2022 16:55:12 NMOJICA1 BILLING HOUSE CHANGED FROM 841 TO 15185

07/25/2022 16:55:12 NMOJICA1 BILLING STREET CHANGED FROM ROSE AVE E TO 15TH ST N

07/25/2022 16:55:12 NMOJICA1 BILLING CITY CHANGED FROM SAINT PAUL TO STILLWATER

07/25/2022 16:55:12 NMOJICA1 BILLING ZIPCODE CHANGED FROM 55106-2622 TO 55082-1867

07/25/2022 16:57:36 NMOJICA1

CUST CALLED MADE PAYMENT 80053975801 PAYMENT AMOUNT: \$299.95

09/22/2022 09:28:03 KGRAHAM9

XIONG, VANG IS CALLING IN DUE TO HE WANTED TO VERIFY THE BILL HAS BEEN PAID EXPLAIN THE BILL HE REQUESTED A MANAGER TRANSFER TO ESC

09/22/2022 09:40:23 TKLAWES

ESC TT VANG ADV APRIL INVOICE REFERRED TO CITY 0705, ADV I CANNOT SAY WHY HE DID NOT PAY THE BILL.

09/22/2022 09:46:32 TKLAWES

CST STATED BILL ADDRESS WAS OUTDATED. ADV WE WOULD HAVE NO WAY TO KNOW THIS UNLESS HE NOTIFIES US. ADV CANNOT PULL ACCT BACK FROM CITY, ADV CANNOT CALL CITY ON HIS BEHALF.

09/22/2022 09:47:57 TKLAWES

CUST GAVE CC NUMBER AFTER BEING TOLD REPEATEDLY I CANNOT TAKE THIS PAYMENT. DID NOT HAVE PAYMENT SCREEN OPEN, DID NOT RECORD INFO

09/22/2022 10:02:44 TKLAWES

RESENT RECEIPTS. CST AGAIN STATED WANTED ME TO CALL CITY, HUNG UP.

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

Sent: Thursday, September 29, 2022 3:55 PM

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

Subject: [EXTERNAL] Fwd: 1019 Edgerton St, Saint Paul, Minnesota, 55130 - (Quarter 2 (April - June)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Sent from my iPhone

Begin forwarded message:

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

Date: September 29, 2022 at 3:45:18 PM CDT

To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: 1019 Edgerton St, Saint Paul, Minnesota, 55130 - (Quarter 2 (April - June)) - Assessment Inquiry

Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 1019 Edgerton St, Saint Paul, Minnesota, 55130. Please forward to Waste Management for their input.

Ticket ID#: 13236

Ticket Requester: Vang Xiong

Ticket Requester Email: (if available) vangxiongus@yahoo.com

Ticket Request Phone Number: (if available)

Property ID #: 292922240098

Property Address: 1019 Edgerton St, Saint Paul, Minnesota, 55130

Quarter Pending Assessment is for: Quarter 2 (April - June)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$344.92

Hauler: Waste Management

Ticket Comments: Property owner stated that Waste Management failed to mail the invoice to the correct address. On 7/25/2022 they called Waste Management and spoke with a Nicole, a customer

service representative, who stated that it was Waste Management's fault that the invoices were sent to the wrong address. The invoice for garbage services was sent to 841 Rose Avenue in St Paul which was their mailing address almost three years ago. When the mailing address changed to 15185 15th St N, Stillwater MN 55082, the property owner called Advanced Disposal, who was the assigned hauler at the time, to update it on the account. The mailing address for the property has also been updated with Ramsey County. Therefore, the invoice should have never been sent to 841 Rose Ave. The property owner stated that the customer service agent explained that the error had occurred when the account transferred from Advanced Disposal to Waste Management. Due to this error, the property owner stated that they should not have to pay any assessed late fees. **Please confirm whether there was an error with the mailing address and provide the following information for Q1 - Q3 2022:**

- Mailing address on file for property
- Billing method (paper, electronic, etc..)
- Itemized breakdown of invoice (including late fees)
- Payment history
- Contact with property owner

Thank you,

Clare Pillsbury

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Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>