Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Thursday, March 3, 2022 9:09 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see update from WM.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, March 3, 2022 9:01 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry

3rd Qtr Billing for Old Owner John D Le
96 gal trash service for July to Sept, taxes and 3 finance charges.

07/06/21	MISC TAX	INV	T1A	7.16	7.16
07/06/21	MISC TAX	INV	T1I	20.57	27.73
07/06/21		INV	06A	73.47	101.20
07/28/21	FIN CHRG	FIN	LPR	5.06	106.26
08/27/21	FIN CHRG	FIN	LPR	5.06	111.32
09/27/21	FIN CHRG	FIN	LPR	5.06	116.38
10/05/21	ST PAUL BAL PMT	MSC		116.38	.00

3rd Qtr Billing for New Owner Maria Lopez
96 gal trash service from 5.9.21 to 9.30.21, taxes and one finance charge.

07/06/21	MISC TAX	INV	T1A	11.33	11.33
07/06/21	MISC TAX	INV	T1I	32.55	43.88
07/06/21		INV	06A	73.47	117.35
07/06/21		INV	06P	42.79	160.14
07/28/21	FIN CHRG	FIN	LPR	8.00	168.14
08/16/21	OTP-PRE-VISA PMT	SLB		168.14	.00

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, March 3, 2022 8:29 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,
Please see request from Clare.

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

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Thursday, March 3, 2022 8:14 AM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry

Have we received a response for this inquiry? If not, please respond by 3:00 PM today.

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

On Mon, February 28 at 10:09, Clare Pillsbury wrote:

> Thank you Mary. Our records don't show any payment in that amount either. Can you provide billing and payment history for Q3 2021 as well since there is a pending assessment? Also, since there were two accounts set up during Q4 2021, we will be reducing the assessment to $101.23 to reflect the correct service level at the property.
>
> Clare Pillsbury
>
> --

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

On Thu, February 24 at 11:25, Consortium wrote:

> Please see update from WM.
>
> Greg Revering
>
> Chief Manager
>
> St. Paul Haulers LLC.
>
> grevering.sph@gmail.com
>
> 763-295-2054
>
> ---
>
> **From:** Patch, Mary <mpatch@wm.com>
> **Sent:** Thursday, February 24, 2022 9:28 AM
> **To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
> **Subject:** RE: FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry
>
> Sorry, I'm late with a response – my internet went down Tuesday at 3/PM and wasn't back up until 3/PM yesterday
>
> This one is interesting – since the previous owner never called to cancel service and we have still been billing him.
>
> (The reason it wasn't caught when the new owner called in – is because we had the spelling of Parkway as PKY and not PKWY).

The new P/O called to set up service with us as of 5.9.21 (they had purchased the property as of 4.1.21).

They did pay us for 3rd Qtr 2021 for service from 5.9.21 to 9.30.21.

4th Qtr 2021 Billing - 1-96 gal trash cart, taxes and 3 finance charges. Note we sent $116.38 for this owner.

10/05/21	MISC TAX	INV	T1A	7.16	7.16
10/05/21	MISC TAX	INV	T1I	20.57	27.73
10/05/21		INV	06A	73.47	101.20
10/27/21	FIN CHRG	FIN	LPR	5.06	106.26
11/29/21	FIN CHRG	FIN	LPR	5.06	111.32
12/28/21	FIN CHRG	FIN	LPR	5.06	116.38
01/06/22	ST PAUL BAL PMT	MSC		116.38	.00

This is the 4th Qtr 2021 Billing for the previous owner John D Le

1-96 gal trash cart , taxes and 3 finance charges

10/05/21	MISC TAX	INV	T1A	7.16	7.16
10/05/21	MISC TAX	INV	T1I	20.57	27.73
10/05/21		INV	06A	73.47	101.20
10/27/21	FIN CHRG	FIN	LPR	5.06	106.26
11/29/21	FIN CHRG	FIN	LPR	5.06	111.32
12/28/21	FIN CHRG	FIN	LPR	5.06	116.38
01/06/22	ST PAUL BAL PMT	MSC		116.38	.00

Total of $232.76 sent to the city/county for certification - so not sure where that money order for $242.00 comes in to play.

I don't show a money order posted to either account and when the new P/O called us on 2.2.22 and mentioned that – the agent stated that they didn't see a money order posted. So if he sent one – where did he mail it to?

Getting back to the previous P/O - they never paid us for 1st Qtr 2021 – that went to certification (116.38).

Nor for 2nd Qtr 2021 – which went to certification for $315.96 – which included $126 in extras from January 2021 that were picked up.

New P/O had purchased this property as of 4.1.21 – but didn't sign up for service with us until 5.9.21.

Nor for 3rd Qtr 2021 - which went to certification for $116.38 - new P/O would have been living here then.

Do you show any payments from anyone against those certification amounts?

Thanks

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, February 22, 2022 6:42 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see the information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, February 22, 2022 3:26 PM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130. Please forward to Waste Management for their input.

Ticket Requester: Milton Rolando Palacios

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) 16514471359

Property ID #: 202922240135

Property Address: 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: $232.76

Hauler: Waste Management

Ticket Comments: Property owner wants to know why they owe for Quarter 4 2021. They stated that they sent the money order for $242.00 around November 4, 2021. However, when they spoke to the CSR at WM, they stated that they had not received this payment. **Please confirm whether this payment was received from the property owner and provide the following information for Q4 2021 - Q1 2022:**

- Changes to the Account

- Itemized breakdown of invoice

- Payment History

- Contact with property owner

Thank you,

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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