

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, October 4, 2022 2:57 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: FW: FW: FW: Fwd: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (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: Tuesday, October 4, 2022 1:43 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: Fwd: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

Light Bulb came on - the reason he is having issues with his two accounts is because after the 1.21.22 payment he made to us he stopped his auto-pay.

As long as he had that on his account he was okay – didn't make any difference what the mailing address was.

He got an e-mail notification. At the time he stopped it he should have asked what his mailing address was and we could have updated it at that time.

So when we billed on 4.5.22 – that invoice went to Rose instead of to Stillwater address.

2nd Qtr 2022 – 2-64 gal trash carts, taxes and 3 late fees.

04/05/22	MISC TAX	INV T1A	13.68	13.68
04/05/22	MISC TAX	INV T1I	39.26	52.94
04/05/22		INV 06A	140.22	193.16
04/28/22	FIN CHRG	FIN LPR	9.65	202.81
05/27/22	FIN CHRG	FIN LPR	9.65	212.46
06/27/22	FIN CHRG	FIN LPR	9.65	222.11
07/05/22	ST PAUL BAL	PMT MSC	222.11	.00

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, October 4, 2022 12:22 PM
To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: FW: Fwd: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - 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: Tuesday, October 4, 2022 10:56 AM

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

Subject: Re: FW: Fwd: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

Thank you Mary! Can you provide an itemized breakdown of the Q2 2022 invoice, including the late fees?

Best,

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 Fri, September 30 at 8:21, Consortium wrote:

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 7:59 AM
To: 'Greg Revering' <grevering.sph@gmail.com>
Subject: RE: Fwd: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

The information I have on the e-mail for 1019 Edgerton Ave is going to be the same for this one.

Except it is 2-64 gal trash carts

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, September 29, 2022 3:54 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (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 3:43:08 PM CDT
To: Consortium <grevering.sph@gmail.com>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Hello,

We've received an Assessment Inquiry for 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 13237

Ticket Requester: Vang Xiong

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

Ticket Request Phone Number: (if available)

Property ID #: 202922440099

Property Address: 775 Hawthorne Ave E, Saint Paul, Minnesota, 55106

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

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$222.11

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 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,

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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>

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