**Sarah Haas**
Mar 20 12:37
To
Consortium
Hi Greg,
We've received an Inquiry for 1185 Burns Ave, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input. We have addressed this issue several times, including with Micah. WM is NOT allowed to back bill, particularly to 2018. If additional services are provided in the previous quarter they can be added to the bill. Please refund this money and confirm with the City that this has been done.

**Caller Name:** Galen Higgins
**Property Address:** 1185 Burns Ave, Saint Paul, Minnesota, 55106
**Phone:** +16122328809
**Email:** galenhig@gmail.com
**Hauler:** Waste Management
**Date of Missed Collection (if applicable):**
**Did the Customer Contact the Hauler before the City?** -
**Ticket Comments:** Galen Higgins located at 1185 Burns Ave, Saint Paul, Minnesota, 55106 contacted the City RE: - Q4 2022 Assessment Inquiry. PO moved into home in 2018 and was unaware that they needed to set up a garbage account as their garbage had been picked up weekly since they moved in. Last fall, they discovered they had never set up an account and WM told them they owed WM $3,000. PO then paid WM $900 in October, another $900 in November, another $900 in December and another $900 in January. Now there's an assessment for $288.89 for Q4 2022 and PO doesn't think he should have to pay it.\

Thank you,

Sarah Haas

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City of Saint Paul
Department of Public Works - Garbage
651-266-6101 | garbage@ci.stpaul.mn.us
stpaul.gov/garbage

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Department of Public Works - Garbage
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https://www.stpaul.gov/garbage



**Consortium**
Mar 20 13:38
To
Sarah Haas
Please see WM update.


Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com
763-295-2054


They have a credit balance of $839.74 on their account as of 1.6.23 right now and I do see that we did certify $288.29 on 1.5.23.

You can reverse that amount on your end and we will do the same on our end.

Mary Patch