

Lydia Campbell

From: grevering.sph@gmail.com
Sent: Tuesday, January 16, 2024 12:52 PM
To: Sarah Haas
Cc: Lydia Campbell
Subject: FW: 4th Qtr 2023 issues Amy E Johnson Grass 1125 Hague Ave

Follow Up Flag: Follow up
Flag Status: Completed

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

Sarah,
Please see update from Mary.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Tuesday, January 16, 2024 12:33 PM
To: grevering.sph@gmail.com
Subject: 4th Qtr 2023 issues Amy E Johnson Grass 1125 Hague Ave

32823110127	1125 HAGUE AVE	AMY E JOHNSON-GRASS	\$723.95	Assessment is high for single family dwelling	Is the city questioning this or the P/O - since the P/O knows why this was back billed. I will have to send a separate e-mail on this one.
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This account was set up as of 10.1.18 back in 2018

There are absolutely no notes on the account but as of 11.6.21 the account was canceled. But it could be because the customer service agent canceled the wrong account

500-483261 BISCHOF, PHYLLIS 1125 HAGUE AVE - she had an account set up as of 1125 Hague – but she moved into 1225 Hague and the customer service agent never fixed her mistake done on the 1125 Hague Ave account. 12/14/2021 15:45:29 LDANIEL3
***PHYLISS CI ADDRESS INCORRECT SHOULD HAVE BEEN 1225 HAGUE AVE *** CANCELED ACCT AND SET UP SERVICE AT RIGHT LOCATION

It wasn't until 7.11.23 that Tim called about his account
TIM CALLED ABOUT SERVICE BEING MISSED, BUT NO ACTIVE ACCOUNT FOUND. REACHING OUT VIA EMAIL TO SEE ABOUT RESTARTING THIS
07/13/2023 14:22:08 BMITCH10 CREATED CASE SAL / SAD CASE 12711635

07/13/2023 14:22:10 BMITCH10

CALLED TIM TO EXPLAIN THAT HE WOULD BE BACKBILLED FOR SERVICE, BUT SAYS HIS WIFE HAS BEEN PAYING. LET HIM KNOW I WOULD FOLLOW UP NEXT WEEK SO HE HAS TIME TO LOOK AT BANK RECORDS FOR PAYMENTS MADE TO US THE LAST FEW YEARS

His account was restarted as of 11.7.21 - but again he never called us about anything from 11.6.21 to 7.23.23

11/08/2023 17:15:42 ESBNOTES EMPCONSOLE ACRESPO2 (06641514) CX CALLED ABOUT LETTER OF NON PAYMENT FROM CITY. WAS BACKBILLED FROM 2021 DUE TO THE ACCT GETTING CLOSED BY WM ERROR. CX WILL GET HER STATEMENTS SHOWING THAT THE BILLS WERE PAID FROM BANK AND CALL BACK TOMORROW.

He had his account set up to automatically pay us \$96.08 every quarter – but instead of calling him when these payments posted – we just returned them to the bank

11/19/2022 LMC GHEE \$96.08 10/13 PYMT ACH RETURN. ACCT CLOSED (FN10894627)

02/20/2023 WMSC REFUNDED ONLINEPMT \$96.08 RCVD 1/11/23. FIN#198530

04/17/2023 WMSC RECD ONLINE PYMT DATED 04.12.2023 FOR \$96.08 RTN PYMT

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Again these payments were returned to their bank.

Not sure if she called back – no notes indicating that they had.

Mary Patch

Sales Coordinator

Public Sector

mpatch@wm.com

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Burnsville, MN 55306

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