

Lydia Campbell

From: Jillian Barden
Sent: Thursday, May 30, 2024 3:28 PM
To: Lydia Campbell
Subject: FW: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Thursday, May 30, 2024 3:26 PM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Subject: Re: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

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

hi

On Thu, May 23 at 10:27, 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: Thursday, May 23, 2024 7:58 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

I just thought of something - he can go out to his account on www.wm.com and if he clicks on payments – it will show him the decline notification he got in Jan 24 & Oct 23.

He has ezpay and he made online payments so he should have access to it.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, May 22, 2024 1:18 PM
To: Patch, Mary <mpatch@wm.com>
Subject: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see response from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, May 22, 2024 10:58 AM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Yesterday PO replied with "Can Waste Management supply proof that they actually sent the email on January 25th? " and I reiterated that he was emailed about his declined CC, and sent NNPs 3x, and the bill is still due.

Today he responded with "I'll go ahead and attend the Legislative hearing to describe the experience and lack of communication which resulted in this situation. If in the meantime Waste Management can supply proof that the email was in fact sent in January that may help."

Can you try and send email copy?

On Tue, May 21 at 16:56, Consortium wrote:

Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>

Date: May 21, 2024 at 4:45:09 PM CDT

To: grevering.sph@gmail.com

Subject: RE: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119
- (Quarter 1 (January - March)) - Assessment Inquiry

See below these are the two notifications that would have been e-mailed to tabbykat97@gmail.com

I can't get the messages he received on 10.23.23 & 1.25.24 to copy over – but they were sent to the above e-mail address telling him that his payments declined - he didn't resolve the issue until 4.4.24

Mary Patch

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

Sent: Tuesday, May 21, 2024 4:24 PM

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

Subject: FW: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119
- (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see question from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, May 21, 2024 2:58 PM

To: Consortium <grevering.sph@gmail.com>

Subject: Re: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119
- (Quarter 1 (January - March)) - Assessment Inquiry

Did you email him in January (or Q1 anytime) to let him know his CC was declined? When did you send it?

He is really trying to fight the late fees.

On Tue, May 21 at 10:00, 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: Tuesday, May 21, 2024 8:59 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Attached is a copy of the first letter he was sent around the beginning of Feb 2024

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, May 20, 2024 4:59 PM
To: Patch, Mary <mpatch@wm.com>
Subject: FW: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see request from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Monday, May 20, 2024 4:11 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: Fwd: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

PO wants to know when/where notifications from WM were sent in Q1

On Thu, May 16 at 16:42, Consortium wrote:

Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: May 16, 2024 at 2:38:43 PM CDT
To: grevering.sph@gmail.com
Subject: RE: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

10/25/23 OTP-PRE-VISA PMT SLB	116.41	.00	- this was a one time payment not a recurring payment
04/16/24 OTP-PRE-VISA PMT SLB	134.31	.00	- this was a one time payment not a recurring payment

04/25/24 RECUR-VISA PMT SLB 134.31 134.31- this is a recurring payment since he now has his ezpay information updated.

4/25/2024	Approved	80093041048	VISA-xxxxxxxxxxxx1238
4/16/2024	Approved	80093793565	VISA-xxxxxxxxxxxx1238
1/25/2024	Payment Declined	80087132916	VISA-xxxxxxxxxxxx0426
10/25/2023	Payment Declined	80080939310	VISA-xxxxxxxxxxxx0426
10/25/2023	Approved	80082209080	VISA-xxxxxxxxxxxx1238
7/25/2023	Approved	80075214584	VISA-xxxxxxxxxxxx0426

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

Sent: Thursday, May 16, 2024 2:27 PM

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

Subject: [EXTERNAL] FW: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see response from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Thursday, May 16, 2024 2:00 PM

To: Consortium <grevering.sph@gmail.com>

Subject: Re: FW: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

PO reached out with more accurate information. The CC was compromised in August 2023 and they updated the CC info then (not Nov 2023, as previously reported).

Can you confirm the last 4 CC of the Oct 25 2023 autopay payment?

On Tue, May 14 at 10:44, 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: Tuesday, May 14, 2024 9:18 AM

To: 'Greg Revering' <grevering.sph@gmail.com>

Subject: RE: FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

They did not contact us until 4.2.24 to update the credit card

04/02/2024 13:33:20 ESBNOTES EMPCONSOLE SDORT (10061708) REMOVED

OLD CARD S AND ADV CX TO MAKE PAYMENT

Effective Date	Acct Status	Pymt Type	Pymt Acct#	Pymt Method	Exp	Pymt Rule	Sts
04/02/2024	ACTIVE	visa	xxxxxxxxxxx1238	August 2027		ACTIVE	

From: Greg Revering <grevering.sph@gmail.com>
Sent: Tuesday, May 14, 2024 9:09 AM
To: Patch, Mary <mpatch@wm.com>
Subject: Fwd: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see response from Jillian.

Sent from my iPhone

Begin forwarded message:

From: "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
Date: May 14, 2024 at 8:58:16 AM CDT
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry
Reply-To: City of Saint Paul <support@saintpaul.zendesk.com>

Po states his CC was compromised in Nov 2023 and gave WM new card info around that time (they said something about the bank sending updates to all vendors)

They called in April when they received the Assessment notice to ask why you didn't charge the new CC that was given in Nov.

They are fine with paying the assessment, but feel they should not be charged the late fees because WM already had the new CC info

Can WM wave the late fees for PO?

On Fri, May 10 at 16:09, 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, May 10, 2024 4:02 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

The way the system reads the auto pay screen - it's set in queue to pull on 4.25.24 whether balance is still owing or not

The 4.16.24 is a separate payment they made.

Mary Patch

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

Sent: Friday, May 10, 2024 3:54 PM

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

Subject: FW: FW: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see question from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, May 10, 2024 3:26 PM

To: Consortium <grevering.sph@gmail.com>

Subject: Re: FW: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

If they were on autopay and the account was paid and set to \$0 on 4/16, why did the autopay still process \$134.31 on 4/25?

On Fri, May 10 at 15:16, 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, May 10, 2024 2:55 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

I don't remember seeing anything for this address .

Here is what I have

1st Qtr 2024 Billing - 96 gal trash service , taxes and 3 late charges.

01/05/24	MISC TAX	INV T1A	9.51	9.51
01/05/24	MISC TAX	INV T1I	27.30	36.81
01/05/24		INV 06A	97.50	134.31
01/31/24	FIN CHRG	FIN LPR	6.71	141.02
02/29/24	FIN CHARG	FIN LPR	6.71	147.73
03/29/24	FIN CHRG	FIN LPR	6.71	154.44
04/03/24	ST PAUL BAL	PMT ICR	154.44	.00

We received these two payments after 4.1.24 - one was applied to the 4.5.24 Invoice and the other is a credit balance on their account

Payment was sent well after the deadline and they shouldn't have been paying us for the assessment. Looks like they might have had a problem with an credit card and by the time they got the information updated it was 4.16.24.

04/16/24	OTP-PRE-VISA	PMT SLB	134.31	.00
----------	--------------	---------	--------	-----

04/25/24 RECUR-VISA PMT SLB 134.31 134.31-

Service and Billing address are the same.

Payment history was good up until 1st Qtr 2024.

Only contact with P/O is around 4.2.24 and it was about the CC issue.

Mary Patch

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

Sent: Friday, May 10, 2024 12:40 PM

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

Subject: [EXTERNAL] FW: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see the information and request from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, May 10, 2024 11:16 AM

To: Consortium <grevering.sph@gmail.com>

Subject: Re: FW: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello, did Mary happen to get this message (it looks like it was forwarded to me blank)?

On Thu, May 9 at 16:47, Consortium wrote:

Mary,

Please see the information and request from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Thursday, May 9, 2024 3:54 PM

To: Consortium <grevering.sph@gmail.com>

Subject: 299 Burlington Rd, Saint Paul, Minnesota, 55119 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 299 Burlington Rd, Saint Paul, Minnesota, 55119. Please forward to Waste Management for their input.

Ticket ID#: 547601

Ticket Requester: Matthew

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16125785266

Property ID #: 112822120018

Property Address: 299 Burlington Rd, Saint Paul, Minnesota, 55119

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2024

Pending Assessment Amount: \$154.44

Hauler: Waste Management

Ticket Comments:

Tabatha (wife) contacted WM on 4/16/2024 and they confirmed that the charge for that time period was paid in full and WM would have the assessment removed. Can you confirm this?

Please provide the following information:

- Name and mailing address on the account
- Payment history
- Contact with property owner

Thank you,

Jillian

City of Saint Paul

Department of Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us



stpaul.gov/garbage

Recycling is a good thing. Please recycle any printed emails.