

Pillsbury, Clare (CI-StPaul)

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, February 5, 2020 2:03 PM
To: grevering.sph@gmail.com
Subject: RE: [EXTERNAL] FW: Rick Stout 1244 Lincoln Ave St Paul

At this point all I know is that we delivered him another 32 gal trash cart in early Nov. We don't have any pictures or comments from the driver prior to 11.4.2019. The serial number on his 64 gal trash cart was 00818822672 and I can't find that we delivered that one anywhere else after 1.10.19. For all we know one of his neighbors could have it.

So again I say, why did he wait until October to state he didn't have two carts. Ramsey County states it is a rental with "homestead status" and his mailing address is the service address – so he lives on site. It's not like he was a landlord that didn't live close by and one of the tenants finally stated something months later. He also paid us in full for 1.5.2019, 4.5.2019 and 7.5.2019 Billings – but didn't pay us for the 10.5.2019 billing (note he had called us about the issue in Oct) and he paid the 1st Qtr 2020 Billing. Seems strange to me that you would pay for the first two quarters in full when you were missing a cart.

The serial number on the 32 gal we dropped on 11.4.2019 is 9184654.

At this time I am willing to reverse the 3rd Qtr assessment of \$161.77 that was sent for certification (I see it hasn't hit his taxes yet) and call it done.

Let me know

Thanks
Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, February 5, 2020 11:08 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: Rick Stout 1244 Lincoln Ave St Paul

Mary,
Please see information request below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, February 5, 2020 11:07 AM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: RE: Rick Stout 1244 Lincoln Ave St Paul

Hi Mary,

So we have still been trying to figure out what happened with this one. I see WM has a record of delivering a small cart on 1/10/2019. I also see they have a record of removing a medium cart on the same day. The resident continues to maintain that there was never a second small cart delivery to this property.

Do WM have any record of the PIN for the second cart? If there is a second small cart that does not match the original small delivered we would have evidence that a second cart was dropped off.

Does the driver have any record of a second cart being around that location for the last many months?

I did bring up how challenging it was for WM (and the city) to figure out what happened here because it took so long for him to call anyone about this issue.

Chris

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, December 2, 2019 9:36 AM
To: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: Rick Stout 1244 Lincoln Ave St Paul

Can you look into this?

Thanks

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, November 21, 2019 6:00 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Rick Stout 1244 Lincoln Ave St Paul

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

Chris,
Please see Mary's update below.

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

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, November 20, 2019 3:24 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Westlund, Tyler <twestlun@wm.com>; Hoekstra, Darrell <dhoekstr@wm.com>
Subject: RE: Rick Stout 1244 Lincoln Ave St Paul

Sorry my math was off on this one – since I was calculating the difference between a 64 and 32 gal – when he was being charged for 2 32 gal trash carts.

So credit would be \$281.36 – which I don't feel is justified.

Thanks
Mary Patch

From: Patch, Mary
Sent: Wednesday, November 20, 2019 2:40 PM
To: grevering.sph@gmail.com
Cc: Westlund, Tyler <twestlun@wm.com>; Hoekstra, Darrell <dhoekstr@wm.com>
Subject: Rick Stout 1244 Lincoln Ave St Paul

I show that the city delivered him a 32 gal trash cart (00071868008) and a 64 gal trash cart (00818822672 – note not a 96) in late summer.

He called our office on 1-2-19 asking us to remove the 64 gal trash cart and to deliver a 32 gal trash cart. Tickets were put in and everything looks like we did what he asked at the time.

So, if you hadn't gotten the other 32 gal trash cart – and we had taken one away – wouldn't you have called us back – let's say within a week.

He waits until late October to call about this issue!!!!. He actually called us in April to have his billing information updated and he never once mentioned anything about a missing cart.

So we finally did deliver him the other 32 gal cart on 11.4.19 serial #9184654.

Now I know this is a duplex – because I was thinking that maybe his tenants didn't say anything to him until now. But it is marked as a duplex with residential homestead – so he must live in one of the units.

So how can he justify asking for a basically one year credit and he didn't call about it until Oct.

By the way – the original agent he talked to told him he could do a credit for \$153.18 – he turned it down – said it wasn't enough (not sure where the agent came up with that one)

If we would give him a one year credit – I only come up with \$102.98 – because we were billing him for 64 gal trash cart – not a 96.

Let me know

11/15/2019					Property owner came to the St. Paul Garbage Pro
	1244 Lincoln Ave	Rick Stout	651- 690- 2566	Action Needed from Hauler	program started he was given 1 35-g weekly and but wanted another 35-g cart, the property owne property owner stated that he has been billed the 1/7/19 through 11/5/19, when WM brought a 2n getting a refund or a credit, and the property own hauling fees only. Please contact this property ov credited due to him paying for a cart that was not

Thanks

Mary Patch

Municipal Sales Coordinator
mpatch@wm.com

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