

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, June 23, 2020 2:03 PM
To: info@apts.cc
Cc: Pillsbury, Clare (CI-StPaul)
Subject: RE: Waste Management - Need credit confirmation amount details

Hi Alisa,

Would you be able to send me a copy of the notice you received? I am fairly certain we are re-noticing the public hearing for these assessment as Covid has made the public hearing process more complex.

I don't think the amount on the rescheduled hearing notice will reflect the staff recommended reduction. Technically, as the hearing was laid over, that change has not been in front of Council yet as it's in the staff report that goes with the hearing. I am certain the assessment will be adjusted to the recommended \$134.56.

I will check to ensure everything is set on our side so you do not need to do anything further.

Have a great day!

Chris

From: Alisa Lein <info@apts.cc>
Sent: Tuesday, June 23, 2020 10:43 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Waste Management - Need credit confirmation amount details

Chris -

Me again! It just doesn't seem to end around here.

We received a "Ratification of Assessment" letter in the US Mail from the City of St. Paul on June 20, 2020 for the property address of **547 Grand Hill**. Trash collected by Waste Management.

File # **CG2002A1**. Assessment #**200120**.

The letter states the assessment is for \$144.00 which does not match our file notes and your e-mail below from April 20, 2020.

Do we need to file a contest form for this difference and attend the LH on July 9? It says we have to fill out the contest form w/in 5 days of receiving the letter.

Assuming the assessment of \$144 is incorrect from the City, can you mail us a corrected assessment letter for our records? We will need that in order to attach it to our property tax files for the business.

Thank you, Alisa Lein
651-224-2653

On Wed, May 27, 2020 at 4:03 PM Alisa Lein <info@apts.cc> wrote:

Chris -

Thank you for the update and help.

We'll let you know if we get anymore letters from the City and/or WM about these accounts. Hopefully they get their system adjusted so this doesn't happen again in July with 1 payment for multiple accounts.

~ Alisa Lein
651-224-2653

On Wed, May 27, 2020 at 2:36 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa and Eric,

Hope you are doing well. WM told me they have gone and adjusted both accounts. They will be at a zero balance once the adjustments they entered have been posted. We should have this issue wrapped up.

Have a wonderful day!

Chris

From: Alisa Lein <info@apts.cc>

Sent: Thursday, May 14, 2020 4:46 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Eric (<info@apts.cc>) <info@apts.cc>

Subject: Re: Waste Management - Need credit confirmation amount details

Thanks Chris, we'll wait to hear from you. Alisa Lein

651-224-2653

On Thu, May 14, 2020 at 3:43 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa and Eric,

I sent a follow up to WM on this. When they have this cleaned up they will send me a confirmation email.

Have a wonderful day,

Chris

From: Alisa Lein <info@apts.cc>
Sent: Monday, May 11, 2020 10:12 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Waste Management - Need credit confirmation amount details

Chris -

Well, I can't say I'm surprised. Please see the attached letters we received in the last few days from Waste Management. :(

This is for Q2-2020 payments for our accounts at 547/549 Grand Hill, St. Paul, MN 55102.

Again, they didn't get our check for the 3 accounts applied correctly based on the conversations you had with Waste Management prior to us sending in payment for Q2-2020 and we received these two "nasty grams" for non-payment of Q2-2020. Our account/customer id numbers were clearly written on the check mailed April 20, 2020.

Can you please reach out to WM to have this cleared up? We will need to now get something in writing from WM saying these issues have been resolved so we have that for our records indicating Q2-2020 is paid in full.

Thanks, Alisa Lein

651-224-2653 (w)

On Mon, Apr 20, 2020 at 4:43 PM Alisa Lein <info@apts.cc> wrote:

Chris -

Thank you for your e-mail. A few comments & questions:

- 1) See the attached photo of the payment stubs + check US mailed to WM today, April 20, 2020. We will expect a clean start with Q3-2020 and no additional "nasty grams" from WM or the City of St. Paul for Q2-2020 at the 549 Grand Hill property.

- 2) Ironically, we received in the US Mail today a bill from the City of St. Paul for 547 Grand Hill (also known as 549 Grand Hill) for \$144.00 for Q1-2020. Will you confirm this \$144.00 will actually be reduced by the City of St. Paul to \$134.56 based on your e-mail below (\$67.28 + \$67.28)? This is "project #: CG2002A1" on the letter from the City.

- 3) Months and months ago in 2019 I tried to have WM create a master account for this triplex property at 549 Grand Hill. They said it wasn't possible. If they try again under your direction, I need to ensure WM will clearly break each invoice apart by unit #1, #2, and #3 in subtotals and then have a grand total at the bottom for all 3 carts added together. On each invoice, we must be told the breakdown by apartment # (cart fee + taxes) so when there are extra charges put on (ie. an extra bag, the lid is up, etc) we will know which unit # the extra charges go towards (taxes included) in order to have the tenant(s) pay the overages.

The reason WM wasn't able to create a master account in the past and why they insisted on 3 accounts for the same property address was because they couldn't tell their driver to break down extra charges by cart at the same address unless each had it's own account number. I'm just telling you what they told me before you go down this rabbit hole like I did just to end up back at square one.

Please let me know if WM creates a master account and agrees to breaking up the invoice and accounting correctly for overage fees as needed. Otherwise we will continue to send in the 3 payment stubs with 1 check for the 3 accounts for the 1 property address.

Thanks! Alisa Lein

651-224-2653 (w)

On Mon, Apr 20, 2020 at 9:12 AM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Eric and Alisa,

Here is my plan for your property at 549 Grand Hill.

Q1 2020 Assessments: We will adjust the Q1 2020 Assessments for Unit 2 and Unit 3 to \$67.28 each (initial cost of service, late fees removed).

Unit 2 Adjusted Assessment- \$67.28

Unit 3 Adjusted Assessment- \$67.28

Total Q1 2020 Adjusted assessment- \$134.56. Our staff will adjust this before we need to have a legislative hearing. We should be able to get this adjusted in the next few days.

Quarter 2 2020 Assessment: There was a credit on Unit 1 going into Q2 2020. Part of that credit will cover the Q2 2010 invoice for Unit 1. WM moved the remaining credit balance to cover the Q2 invoice for Unit 2. That will take care of the Q2 2020 invoice for Unit 1 and 2.

That leaves \$67.28 owed for Unit 3. That is all you will need in Q2 2020.

Moving forward, I am working with WM to get this set up with a master account. That will ensure that payment is applied across all these accounts. I would ask that you include the account numbers on the checks. That makes it easier to track where the payment should go.

Hope that resolves this issue! If you have any questions or comments please do not hesitate to send me an email or give me a call!

Chris

From: Alisa Lein <info@apts.cc>
Sent: Thursday, April 16, 2020 11:03 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Waste Management - Need credit confirmation amount details

Chris -

I just wanted to follow up on the email below and getting the Q2-2020 invoice for WM straightened out so we can US Mail in our payment with one check for the 3 carts as it's due April 25, 2020.

Thanks! Alisa Lein

651-224-2653

info@apts.cc

On Wed, Apr 8, 2020, 2:46 PM Alisa Lein <info@apts.cc> wrote:

Thanks, Chris. Alisa

651-224-2653

On Wed, Apr 8, 2020, 2:40 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa,

I sent this to WM. I hope to have an answer for how we will get this resolved. I am fairly certain I have the plan of action but just wanted to make sure this will work with WM's system.

Once I hear back I will follow up with you on what the next steps look like.

Chris

From: Alisa Lein <info@apts.cc>
Sent: Tuesday, April 7, 2020 5:35 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Waste Management - Need credit confirmation amount details

Chris -

We continue to have our bills incorrect from Waste Management. See my e-mail below for outstanding issues we never heard back from WM or the City of St. Paul on, from February 7, 2020.

We have now received Q2-2020 invoices for the property at 549 Grand Hill, today, April 7, 2020. 1 invoice for each account.

WM has credited our full payment for Q1 - 2020 to only one of the accounts, 20-84894-83004 (unit #1), when it should have been split between all 3 of the accounts as indicated with the invoice slips when we mailed it to them on January 22, 2020.

Why does this matter? We continue to also receive "nasty grams" from the City of St. Paul for the other 2 accounts at 549 Grand Hill (unit #2 and #3) as "unpaid" for Q1-2020 and being assessed to taxes, etc. Q1-2020 was paid in full and WM accepted the check as full payment on February 3, 2020. It's their accounting which is messed up and we're in a never ending cycle of messed up billing each quarter, over and over and over.

We were told all of WM billing issues would have been fixed PRIOR to Q2-2020 invoices and that hasn't happened.

WM again sent \$67.28 for unit #2 and \$67.28 for unit #3 to the City of St. Paul for "adjustment" which has shown up now on on their Q2-2020 invoice. The City has added extra fees so now those each total \$72.00 in your system, **which is not accurate. There should be a \$0 balance in the City system for Q1-2020 at this address.**

I need to 100% ensure this is straightened out before we send any money in for Q2-2020 to WM. I need a \$0 balance to be worked out so Q3 is accurate. There are credits also missing from missed pickups on 2/7/20 which were to show up on the Q2 invoice. So it's a never ending ball of fun and by the time we get these invoices, no one remembers who talked to who months ago. So again, it's frustrating to have to wait so long for these issues to be resolved.

It's a mess and I wish it wasn't this complicated. Thanks, Alisa & Eric Lein

651-224-2653

On Fri, Feb 7, 2020 at 11:10 AM Alisa Lein <info@apts.cc> wrote:

Chris -

The WM issues continue. Please see the attached photo of what we received in the mail today, February 7, 2020, from the City and WM.

Letters for all 3 of our WM Q1-2020 accounts saying they are unpaid and a late fee applied. All 3 of these were mailed Feb 4, 2020 which is AFTER Waste Management cashed our check for in full and on time Q1-2020 payments on these 3 accounts.

We are not happy to have to continue to have these hassles. Please let us know what WM and the City will do to rectify this immediately, in writing.

Thanks, Alisa Lein

651-224-2653 (w)

On Thu, Feb 6, 2020, 10:47 AM Alisa Lein <info@apts.cc> wrote:

Chris -

Thanks for the e-mail. Please see my comments below, **in bold**, in your credit amounts. They match up somewhat to what I was told over the phone from WM but not exactly. This is why it's so frustrating to work with them as every rep and manager you talk to gives a different answer.

WM did very quickly cash our Q1-2020 minus Q4-2019 credits check.

We need to ensure we start Q2-2020 invoices with a clear \$0 balance and no late charges, lingering credits which were processed very late, etc. So I would like a confirmation from WM we are all squared away on all 3 accounts as of February 2020. All previous 2018 and 2019 unpaid amounts have already been sent to the City so WM should not be carrying them on their books anymore.

Please let me know. Thanks, Alisa

651-224-2653 (w)

On Wed, Feb 5, 2020 at 1:19 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa.

I was able to get confirmation of credits on your account. Below find the credit breakdown you have on each property. The credits went against your 4th Qtr 2019 billing. That is why the outstanding assessment amount you have for Q4 2019 is \$282.18 as opposed to the previous \$338.76 you were assessed for previous quarters.

Unit 1 – had the 96 gal trash cart.

11/07/19 CS# 9376582 ADJ 06C	\$14.78
11/07/19 CS# 9376582 ADJ T3A	\$1.44
11/07/19 CS# 9376582 ADJ T3I	\$4.14

[Alisa]: \$20.36 credit is correct (from your added together numbers above) but there is another \$10.65 credit in the WM system which Jeremy told me was applied on 1/10/20. In total, we should have a \$31.01

credit on this customer account for Q4-2019. When you talk to WM, they need to look further into the notes to see these 2 credits, they don't show up together.

Please confirm the total \$31.01 credit for Q4-2019. We deducted the \$31.01 from the invoice of \$67.28 and paid \$26.27 on 1/22/20. Check was cashed by WM accepting full payment less credits.

Unit 2

No credit was done since this was a new account set up as you wanted separate accounts for each unit.

The credit was reflected on the Unit 3 Account

[Alisa]: Correct. WM is unable to have 1 invoice mailed with 3 different unit numbers listed so we know the breakdown per cart per unit. This is critical information to have for multifamily so if there are extra charges we know which unit had them. WM insisted 3 invoices to be mailed, one per cart, or the breakdown was not possible.

Unit 3 – which was the account with two 64 gal trash carts

11/08/19 CS# 9379533 ADJ 06C	\$11.17
11/08/19 CS# 9379533 ADJ T3A	\$2.18
11/08/19 CS# 9379533 ADJ T3I	\$6.26
11/08/19 CS# 9379533 ADJ 06C	\$11.17

[Alisa]: \$30.78 credit is correct (from your added together numbers above) but there is another \$34.49 credit in the WM system which Christina verified with me on 1/21/20. In total, we should have a \$65.27 credit on this customer account for Q4-2019. When you talk to WM, they need to look further into the notes to see these 2 credits, they don't show up together (like Unit 1's issues above)

Please confirm the total \$65.27 credit for Q4-2019. We deducted the \$65.27 from the invoice of \$67.28 and paid \$2.01 on 1/22/20. Check was cashed by WM accepting full payment less credits.

Hope that answers the questions!

Chris

From: Alisa Lein [mailto:info@apts.cc]
Sent: Tuesday, January 28, 2020 5:21 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Eric (info@apts.cc) <info@apts.cc>
Subject: Re: Waste Management - Need credit confirmation amount details

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

Chris -

Thank you, we appreciate the help and wish it wouldn't be this difficult working with WM, but unfortunately it is every single time with them. Mostly due to the fact they are not local and have too many people you have to snake through to get a straight answer.

We did mail in a check last week (ahead of the due date) for what we "hope" is the correct amount for Q1 2020.

Please let us know what you find out from them. Thanks, Alisa Lein

651-224-2653

On Tue, Jan 28, 2020 at 5:03 PM Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us> wrote:

Hi Alisa, Erik & Laurel,

First, my apologies that I am just responding back. I was out of the office until yesterday so playing some catch up on emails.

That is frustrating, the credits for the cart exchange should have been reflected in the Q1 2020 invoice. I will send this over to WM to verify the credits, verify the amount you should owe for Q1 2020 (reflecting the credits), and get something in writing that I can send.

Also, I do agree that a late fee should not be applied if the correct Q1 2020 amount is paid on time.

I will check back in with you once I hear back from WM.

Chris

From: Alisa Lein [mailto:info@apts.cc]
Sent: Tuesday, January 21, 2020 6:11 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Eric (info@apts.cc) <info@apts.cc>
Subject: Waste Management - Need credit confirmation amount details

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

Hi Chris -

Sorry to keep bothering you, but another hauler we have to work with has messed up our multifamily invoices. We have tried to talk to them over the phone, and each time, it's 40-50 minutes of wasted time for what should be an easy answer. Every WM rep gives a different answer and no one will put it in writing, they will only do it verbally. Here is this month's issue with WM:

Property Address: 549 Grand Hill, St. Paul, MN 55102

Customer ID's:

Unit 1 -- 20-84894-83004

Unit 2 -- 22-81616-23006

Unit 3 -- 20-80655-73003

ISSUE: We changed from 2 medium and 1 large cart to 3 small weekly carts on Nov 12, 2019. The rep on the phone said we would see a credit for the difference of the 3 bigger carts to the smaller carts on our next invoice (which would be Q1 of 2020). We received our three invoices on January 9, 2020 and there were NO credits issued for these cart changes.

We called on January 9, 2020 to ask about the credits. Eventually a supervisor, Jeremy, called back on January 10, 2020 with the verbal credit amounts.

We called on January 21, 2020 to verify the credit amounts as we will deduct them from the Q1 2020 invoice total due amounts (as they should have been on the Q1 2020 invoices). The rep, Christina, gave us different \$ amounts. Only after a lot longer on the phone did the rep eventually give the same \$ amounts as on January 10, 2020.


WHAT WE NEED: When we asked WM for something in writing with these credit amounts for each account they said it was NOT possible. They said, we must wait until our next invoice, Q2 2020, and it should show up there. We were also instructed to pay the full amounts for Q1.

After being promised the credits to show up on "our next invoice" back in November 2019, and not having that happen, our confidence is very low in WM billing practices. We will not send in anymore \$ than what the invoice SHOULD have been for Q1 2020. This is again NOT acceptable customer service to just give WM more \$ and then have then maybe credit months later when we have nothing in writing from them saying they will do that. Again, the request for the cart change was 6 weeks ahead of the start of the next quarter, plenty of time to get a credit into any system.

A late fee should not be applied if the correct Q1 2020 amount is paid on time. WM and The City of St. Paul should agree to that.

Can you help get the notes in our WM accounts for what these credit totals are, in writing? They say they are in there but we don't have access to them and they won't send them to us. With the invoices due by January 25, 2020, we are quickly running out of time for this necessary written confirmation from WM.

Thanks, Alisa & Eric & Laurel Lein

A series of vertical lines on the left side of the page, likely a scanning artifact or a decorative element.

651-224-2653 (w)