

## Pillsbury, Clare (CI-StPaul)

---

**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Wednesday, December 23, 2020 10:50 AM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints  
2245 Carver Ave

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Great question,

Lets do this, we will not remove the full Q3 2020 assessment as he still owes for the service he received. We will remove the late fee. That will not come out of the haulers payment, as the resident was receiving invoices with the correct account info, but had some user error. This seems to set everything right moving forward.

Chris

---

**From:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Sent:** Wednesday, December 23, 2020 10:14 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** RE: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

Hey Chris,

Are you able to respond to the questions below? I want to put this in today if possible, so that it doesn't get forgotten over the long weekend.

Thanks!



**SAINT PAUL**  
MINNESOTA

**Clare Pillsbury**  
Management Assistant I  
Saint Paul Public Works  
Pronouns: she/her/hers  
Saint Paul City Hall Annex  
15 W. Kellogg Blvd.  
Saint Paul, MN 55102  
P: 612-266-8862  
[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)  
[www.StPaul.gov](http://www.StPaul.gov)

---

**From:** Pillsbury, Clare (CI-StPaul)

**Sent:** Tuesday, December 22, 2020 1:49 PM

**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** RE: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

That looks like it checks out. If they are crediting him back the payment for Q3 2020 that was made to his old account would we just be removing the assessment as a courtesy? And if so, would we want to remove it from the city payments or the hauler payments?

My sense is that it's really not the haulers fault that he was making payments to the wrong account, unless he was given bad information by a CSR.

Thanks!



**SAINT PAUL**  
**MINNESOTA**

**Clare Pillsbury**

Management Assistant I

Saint Paul Public Works

Pronouns: she/her/hers

Saint Paul City Hall Annex

15 W. Kellogg Blvd.

Saint Paul, MN 55102

P: 612-266-8862

[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

[www.StPaul.gov](http://www.StPaul.gov)

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Tuesday, December 22, 2020 11:33 AM

**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Subject:** FW: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

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

Clare,  
Please see update from Mary.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Tuesday, December 22, 2020 11:22 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

At the time that we canceled his old account – he still owed us \$68.56 for service prior to 9.30.18.  
So that is what the 2.15.19 payment of \$68.56 is for

7962999 02/15/19 OTP-DISC	PMT SLB	68.56	.00
Unapply 02/15/19 OTP-DISC	PMT SLB	81.44	81.44-
Unapply 04/09/19 OTP-DISC	PMT SLB	102.44	183.88-
Unapply 02/11/20 OTP-PRE-MC	PMT SLB	100.00	283.88-
Unapply 09/14/20 OTP-PRE-MC	PMT SLB	110.00	393.88-
Unapply 10/28/20 OTP-PRE-MC	PMT SLB	110.00	503.88-
	Tot	503.88-	

So 5 payments to WM – if he made any other payments those he would have to track down himself.

Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, December 22, 2020 11:05 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

Mary,  
Please see information and question below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, December 22, 2020 10:21 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

Hi Mary,

We will remove the Q3 2020 assessment of \$114.34. As the rest of the assessments have already been levied, and he will be receiving credit, I don't think that we need to remove the other assessments. We will follow up follow up with the resident and let him know about the removal of the Q3 2020 assessment.

The only thing that I have a question about is the fact that the credit of \$503.88 seems fairly low for two years of invoice payments. Can you provide a breakdown of the payments?

chris

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, December 22, 2020 8:46 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

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

Chris,  
Please see update from Mary.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Sent:** Tuesday, December 22, 2020 8:43 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: FW: Waste Management - St. Paul Customer Service / Operations Complaints 2245 Carver Ave

Two years to figure this out - yes he currently has a credit balance of \$503.88 on his old account.  
I will transfer that balance to his existing account – and he has never made a payment on his consortium account.  
Please let me know what WM needs to do on our end.

Thanks  
Mary Patch

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, December 18, 2020 6:48 AM  
**To:** Patch, Mary <[mpatch@wm.com](mailto:mpatch@wm.com)>  
**Subject:** [EXTERNAL] FW: Waste Management - St. Paul Customer Service / Operations Complaints

Mary,  
Please see billing issue below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

**From:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Sent:** Thursday, December 17, 2020 3:46 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: Waste Management - St. Paul Customer Service / Operations Complaints

Please forward to WM

**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Sent:** Thursday, December 17, 2020 3:43 PM  
**To:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** Waste Management - St. Paul Customer Service / Operations Complaints

Date	Property	Caller	Caller Contact	Issue Type	Complaint
12/17/2020	2245 Carver Avenue	Chinedu Ezirike	651-313-0292	Billing Error/Issue (NOT Non-Payment);Notice of Non-Payment/Late Fees	P/O states states that are being informatic informatic payments amounts t P/O actua



**SAINT PAUL**  
MINNESOTA

**Alisha Black**  
*Office Assistant III*  
 Saint Paul Public Works  
 800 City Hall Annex, 25 West 4th Street  
 Saint Paul, MN 55102  
 P: 651-266-5692  
 F: 651-266-6222  
[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)

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