

Lydia Campbell

From: Sarah (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Tuesday, December 19, 2023 12:57 PM
To: Lydia Campbell; Lydia Campbell
Subject: Re: FW: FW: FW: FW: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

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

Please respond by end of the day Friday so we can wrap this one up. Lydia has provided both the check and electronic payment verification from the resident's bank account.

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Sarah Haas
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

On Sun, December 17 at 15:01, Lydia Campbell wrote:
fwd

On Fri, November 3 at 10:07, Lydia Campbell wrote:

I don't know what other details you're looking for as to "how" beyond what I've already shared. PO stated that they have automatic electronic withdrawals through their account with WM. In July, they sent an additional check.
7/26-- automatic withdrawal payment
7/25-- check payment

On Thu, November 2 at 15:39, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

From: Patch, Mary <mpatch@wm.com>
Sent: Thursday, November 2, 2023 2:14 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

I don't need a copy of the check they sent in – I can see that posted to the account - it's the other amount that they paid - how did they pay us that amount? I can't research anything without some idea of how they paid us

Thanks

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, November 2, 2023 1:37 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

Mary,

Please see photocopy.

Greg Revering

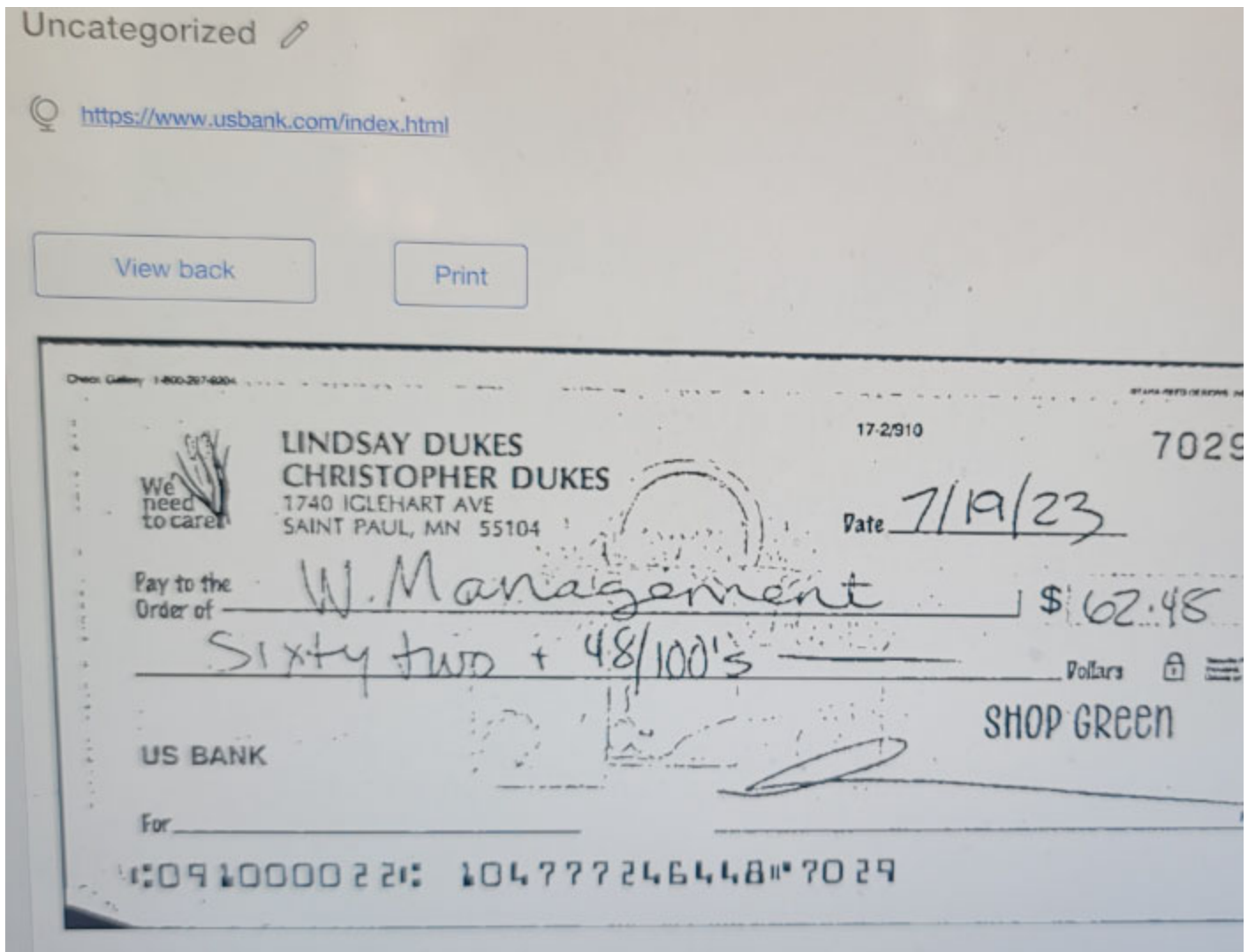
Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Thursday, November 2, 2023 1:32 PM
To: Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

Here is the photocopy for the check they sent.



On Thu, November 2 at 12:59, 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, November 2, 2023 12:12 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

So I responded on 10.5.23 about the check that was sent and applied on 7.25.23 for \$62.48

I don't show any 2nd payment - so the one marked WM - was that a check or an online payment or what?

Thanks

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, November 2, 2023 11:55 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

Mary,

Please see update from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

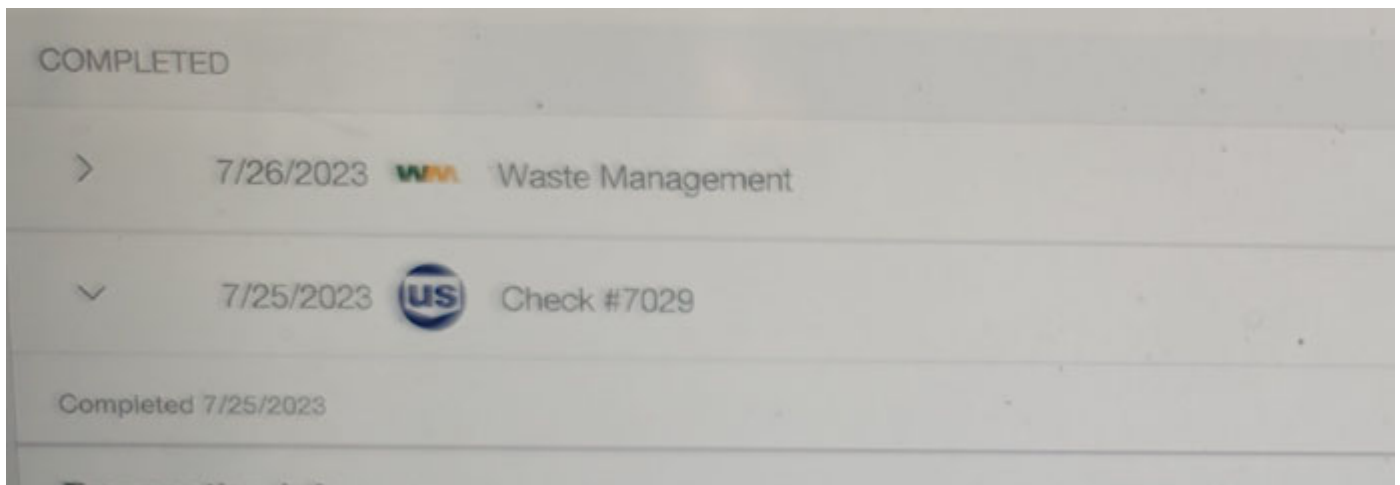
Sent: Thursday, November 2, 2023 11:53 AM

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

Subject: Re: Fwd: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

Following up on issue with billing at 1740 Iglehart Ave. In addition to old payments not being applied, PO states that she paid her July bill twice and was not reimbursed or credited for the extra amount. I have included the bank statement from the PO showing that you processed both the electronic payment and the check that was sent. Please investigate and follow up to tell me what action will be taken to remedy the error.

Thank you



On Tue, October 17 at 12:38, Lydia Campbell wrote:

As shown in the bank records dating back to 10/2022, PO has never missed a payment. We shared those pictures with you 9/29.

On Thu, October 5 at 9:18, Consortium wrote:

Please see WM update.

Sent from my iPhone

Begin forwarded message:

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

Date: October 5, 2023 at 7:36:41 AM CDT

To: grevering.sph@gmail.com

Subject: RE: FW: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

I don't remember seeing this one - but was this check supposed to pay for her 2nd Qtr billing.

If so it was received well after the due date.

07/25/23 7029	PMT SLB	62.48	.00
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Thanks

Mary Patch

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

Sent: Wednesday, October 4, 2023 4:54 PM

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

Subject: [EXTERNAL] FW: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

Mary,

Please see question from Lydia.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Wednesday, October 4, 2023 4:14 PM

To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>

Subject: Re: 1740 Iglehart Ave, St. Paul, Minnesota, 55104 - (-) - Assessment Inquiry

Hello--

Have you had a chance to check out this account?

--Thank you

On Fri, September 29 at 12:04, Sarah Haas wrote:

Hello,

We've received an Assessment Inquiry for 1740 Iglehart Ave, St. Paul, Minnesota, 55104. Please forward to Waste Management for their input.

Ticket ID#: 205345

Ticket Requester: Lindsay Dukes

Ticket Requester Email: (if available) lindsayhansondukes@gmail.com

Ticket Request Phone Number: (if available) +16515581358

Property ID #:

Property Address: 1740 Iglehart Ave, St. Paul, Minnesota, 55104

Quarter Pending Assessment is for: -

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$ Multiple Assessments

Hauler: Waste Management

Ticket Comments:

Resident states she has been paying the bill and will follow up with payment verification. I have attached her provided verification.

Please also provide the following information:

- Payment history
- Contact with property owner

Thank you,

Lydia Campbell

City of Saint Paul

Department of Public Works - Garbage

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

stpaul.gov/garbage

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Sarah Haas

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

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