

Clare Pillsbury

From: grevering.sph@gmail.com
Sent: Tuesday, March 21, 2023 6:28 PM
To: Support (Zendesk)
Cc: Clare Pillsbury
Subject: FW: FW: FW: FW: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

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, March 21, 2023 5:46 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

They are closed – but it is not us that is making the mistake it is the resident and the information they provide when making online payments

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 21, 2023 5:04 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,
Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, March 21, 2023 4:46 PM

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

Subject: Re: FW: FW: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Thank you Mary. It looks like we had this issue with 1937 Ivy Ave E. Can you explain why these payments are being applied to old accounts with WM when I would assume that these accounts should have been closed?

Best,

Clare Pillsbury

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Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

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

On Fri, March 17 at 11:16, 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, March 17, 2023 10:43 AM

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

Subject: RE: FW: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

I'm not sure why she is contacting the city about this issue – I thought CE had this resolved last week when she called in to them.

03/08/2023 10:19:07 ESBNOTES CAAG RTAYLO35 CI ABOUT GETTING NOTICES

ABOUT BALANCE, TOLD HER SHE IS ONE PAYMENT BEHIND. SHE IS LOOKING FOR PAYMENT PROOF AND WILL CALL BACK.

03/10/2023 10:48:39 JFIELDS8 CREATED CASE ADJ / MCR CASE 12422636

03/10/2023 10:50:35 JFIELDS8

COLLEEN/MISSING PAYMENT/ PAYMENT APPLIED TO ACCT TO INCORRECT ACCT #500-0292142/ MONEY MOVE REQUESTED

The payments had been applied to an old WM account she had with us prior to Oct 2018 – the error was caught and money moved to the correct account.

10/19/22	OTP-VISA	PMT	SLB	69.84	69.84-
01/20/23	OTP-VISA	PMT	SLB	74.34	144.18-
03/13/23	CS# 12422635	PMT	I\$D	74.34	69.84-
03/13/23	CS# 12422635	PMT	I\$D	7.42	62.42-
03/13/23	CS# 12422635	PMT	I\$D	62.42	.00

Moved to new account

03/13/23	CS# 12422636	PMT	I\$C	74.34	7.42
03/13/23	CS# 12426593	PMT	I\$C	7.42	.00
03/13/23	CS# 12426594	PMT	I\$C	62.42	62.42-

Tot

62.42-

Mary Patch

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

Sent: Friday, March 17, 2023 10:16 AM

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

Subject: [EXTERNAL] FW: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Mary,

Please see the information and request from Clare.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Friday, March 17, 2023 10:15 AM

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

Subject: 920 Lawson Ave E, Saint Paul, Minnesota, 55106 - (Quarter 4 (October - December)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 920 Lawson Ave E, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 20967

Ticket Requester: Colleen Vega

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16513532645

Property ID #: 282922230049

Property Address: 920 Lawson Ave E, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 4 (October - December)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$80.31

Hauler: Waste Management

Ticket Comments: Property owner stated that they paid their Q4 2022 invoice on 10/19/2022 (see attachment).
Please confirm whether the payment was received and how it was applied and provide the following information for Q4 2022 - Q1 2023:

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury
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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