

Lydia Campbell

From: Lydia (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Sunday, December 17, 2023 4:32 PM
To: Lydia Campbell
Subject: Re: FW: FW: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

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

fwd

On Wed, November 22 at 14:50, 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: Wednesday, November 22, 2023 2:13 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

I just got notification that they found her payment applied to a neighbors account at 1720 Hyacinth Ave E Leo Yang.

Not sure how it happened but I will get her payment moved to her account and she will have a credit balance of \$104.26 going into the 1.5.24 billing.

Mary Patch

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

Sent: Wednesday, November 22, 2023 10:30 AM

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

Subject: FW: FW: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see response 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, November 22, 2023 10:23 AM

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

Subject: Re: FW: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

The line item in her bank account clearly states, "BILL PAY WASTE MANAGEMENT ON-LINE XXXXXXX3009." She spoke to her bank and they confirmed that the payment went through. I can ask her if she has more details, such as the account number you mentioned, but I will wait until you hear back from the other person you reached out to. As I stated, I see the information that she provided to be as sufficient evidence that your company received the \$104.26 that was owed.

On Tue, November 21 at 13:47, 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: Tuesday, November 21, 2023 12:20 PM

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

Subject: RE: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Okay so the first researcher didn't pan out – so I had to send the back up I got to someone else and have not heard back.

Per our corporate policy - they may have made a payment – but that payment didn't hit her account - so technically we haven't been paid.

So we have to make every effort to find that payment.

I don't need her checking account information I need to know what account information she gave to the bank for applying her payment – did she give them her account number of G40-3811 or something else.

Thanks

Mary Patch

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

Sent: Tuesday, November 21, 2023 10:49 AM

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

Subject: FW: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see response 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: Tuesday, November 21, 2023 10:49 AM

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

Subject: Re: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

PO called bank to confirm that there weren't any rejected payments/chargebacks that she wasn't aware of and they confirmed that the account statements are correct.

Unless you have alt proof showing that this payment was rejected, I am inclined to remove this assessment because PO clearly paid, regardless of whatever software issues may have occurred on your end.

On Mon, November 13 at 13:09, Lydia Campbell wrote:

What did you discover after reaching out to the ADS contact?

I can ask PO to investigate further. I don't understand why you would need her checking account number when she's been using the same account without issue? That is sensitive information, so I would only ask for that if it's absolutely necessary.

I have asked here to contact her bank, but the account clearly shows that the amount was withdrawn from her account and there was no chargeback.

The invoice number is 0115909-4166-9

On Thu, November 9 at 19:01, 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 9, 2023 6:09 PM

To: grevering.sph@gmail.com

Subject: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

I have no clue where that payment from 8.1.23 was applied to – YES it says online payment to WM – but that doesn't mean we received it.

Does she have an account number tied to that onlinepayment - so when she told the bank to pay us what account number would they have used.

Has she asked her bank to trace the payment ?

I have even sent this over to Kim Shannon to see if the person they have used in the past to research ADS payments can find it.

Mary Patch

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

Sent: Thursday, November 9, 2023 5:27 PM

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

Subject: FW: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see attached and info below.

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 9, 2023 3:10 PM

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

Subject: Re: FW: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

See attached pdf for proof of payment sent to WM 7/31/2023. If anything, PO might have an unpaid late fee, not \$119.89 which is what was sent to the City.

From payment history, looks like PO was credited for service hold on Q2 bill which is good.

On Tue, October 24 at 12:28, 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: Tuesday, October 24, 2023 12:00 PM

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

Subject: RE: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

The used to be a ADS account – so what number were they calling?

Who did they make the payment too? ADS (which they shouldn't) be or to WM – by mail, online or what?

Not sure how she paid us but does she have proof the payment went thru somewhere?

No payment made to WM during 3rd Qtr is showing on the account. – She would have gotten at least two more notices from us in 3rd Qtr – yet she never contacted us.

Account: G40-3811

Billed To: G40-3811

MORELLI, SANDRA B

MORELLI, SANDRA B

1716 HYACINTH AVE E

1716 HYACINTH AVE E

SAINT PAUL MN 55106-2306

SAINT PAUL MN 55106-2306

Contact: SANDRA

Contact: SANDRA

Phone: 612-619-0817

Phone: 612-619-0817

3rd Qtr Billing - 64 gal trash service, taxes and 3 finance charges.

07/05/23	MISC TAX	INV T1A	7.38	7.38
07/05/23	MISC TAX	INV T1I	21.19	28.57
07/05/23		INV 06A	75.69	104.26
07/31/23	FIN CHRG	FIN LPR	5.21	109.47
08/31/23	FIN CHRG	FIN LPR	5.21	114.68
09/29/23	FIN CHRG	FIN LPR	5.21	119.89
10/04/23	ST PAUL BAL	PMT ICR	119.89	.00

Normally paid us in the same month they were billed.

Only communication in 2023 was to be put on vacation hold from 1.21.23 to 3.19.23.

Mary Patch

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

Sent: Tuesday, October 24, 2023 10:44 AM

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

Subject: [EXTERNAL] FW: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September))
- Assessment Inquiry

Mary,

Please see the information and request 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: Tuesday, October 24, 2023 9:30 AM

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

Subject: Re: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

Please follow up on this inquiry.

Thank you

On Tue, October 17 at 10:48, Lydia Campbell wrote:

Hello,

We've received an Assessment Inquiry for 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 225174

Ticket Requester: Sandra Morelli

Ticket Requester Email: (if available) sandrab6@comcast.net

Ticket Request Phone Number: (if available) +16126190817

Property ID #: 222922440099

Property Address: 1716 Hyacinth Ave E, St. Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 3 (July - September)

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$119.89

Hauler: Waste Management

Ticket Comments:

PO says they have not been able to get in touch with Waste Management. PO says they already paid after they received the late notice in July. They paid the hauler directly, within Q3. PO states they paid Waste Management on 8/1/23 and believes they received the notice of non-payment in error. Please look into this to see if WM received this payment and follow up with the resident.

Please also provide the following information:

- Name and mailing address on the account
- Itemized breakdown of invoice
- 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

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