782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Email side conversation - #1202663 782 Sims Ave - Q1 2025 Assessment Inquiry

Created at	Author	Status
June 23, 2025 at 12:01	Jillian Barden	Open

Participants
Jillian Barden, Consortium

Jillian Barden via Support June 23, 2025 at 12:01
To: Consortium

Hello,

We've received an Assessment Inquiry for 782 Sims Ave, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 1202663
Ticket Requester: Stephanie A Pruitt
Ticket Requester Email: (if available) itsmestephanie333@gmail.com
Ticket Request Phone Number: (if available) +16127431503
Property ID #: 292922410101
Property Address: 782 Sims Ave, Saint Paul, Minnesota, 55106
Quarter Pending Assessment is for: Quarter 1 (January - March)
Billing year for Pending Assessment: 2025
Pending Assessment Amount: $152.32
Hauler: Waste Management
Ticket Comments:

PO is being incorrectly charged for the wrong size cart. She has a 64, and not a 96. Please see photo.

Please provide the following information:

- Name and mailing address on the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

Jillian

City of Saint Paul
Public Works - Garbage
651-266-6101 | garbage@ci.stpaul.mn.us
stpaul.gov/garbage

Consortium via email June 24, 2025 at 07:20
To: Jillian Barden

Sent from my iPhone

Begin forwarded message:

> **From:** "Patch, Mary" <mpatch@wm.com>
> **Date:** June 23, 2025 at 12:44:28 PM CDT
> **To:** Greg Revering <grevering.sph@gmail.com>
> **Subject: RE: Fwd: 782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry**
>
> Well gee - she requested the 96 gal trash cart on 1.27.25 - but we never billed her for the difference so – there is not issue as to why she hasn't paid it.
>
> What size container will the city be billing her for ?
>
> 6127431503 STEPHANIE
>
> DELIVER A 96T
>
> REMOVE THE 64T
>
> Mary Patch
>
> > **From:** "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
> > **Date:** June 23, 2025 at 12:01:33 PM CDT
> > **To:** Consortium <grevering.sph@gmail.com>
> > **Subject: 782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry**
> > **Reply-To:** City of Saint Paul <support@saintpaul.zendesk.com>
> >
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City of Saint Paul

Public Works - Garbage

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

stpaul.gov/garbage

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

Jillian Barden via Support June 24, 2025 at 14:43
To: Consortium

She requested the cart swap in Jan but the swap never happened, and she still has the 64 gallon cart. So her Q1 bill should be only for the 64-gallon cart, and not the 96.

She provided photographic proof she still has 64, so that is what we will be billing her as well.

Can you adjust your Holdings account, and I will take it a legislative hearing to get it corrected on our side

Consortium via email June 28, 2025 at 13:24
To: Jillian Barden

Please see WM update
Sent from my iPhone

Begin forwarded message:

> **From:** "Patch, Mary" <mpatch@wm.com>
> **Date:** June 26, 2025 at 8:34:43 AM CDT
> **To:** Greg Revering <grevering.sph@gmail.com>
> **Subject: RE: Fwd: 782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry**
>
> Again as I stated on the last e-mail we never billed her for a 96 gal trash cart – this is what she was billed for
>
> 10/03/2024 XBG-EXTRA BAG REL 219342 4.00 3.12 12.48
>
> Extra Bag Charge
>
> 01/01/2025 64T-64 GAL TOTER REL THURSDAY 1.00 83.67 83.67
>
> 64 Gallon Cart Service
>
> 01/05/2025 D00-MN STATE SOLID WASTE 9.38 9.38
>
> 01/05/2025 D62-COUNTY ENVIRONMENTAL 26.92 26.92
>
> Total for this item 132.45
>
> Still no reason to not pay us
>
> MP

> **From:** "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
> **Date:** June 24, 2025 at 2:43:34 PM CDT
> **To:** Consortium <grevering.sph@gmail.com>
> **Subject: Re: Fwd: 782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry**
> **Reply-To:** City of Saint Paul <support@saintpaul.zendesk.com>

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On Tue, June 24 at 7:20, Consortium wrote:

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What size container will the city be billing her for ?

6127431503 STEPHANIE

DELIVER A 96T

REMOVE THE 64T

Mary Patch

From: Greg Revering <grevering.sph@gmail.com>
Sent: Monday, June 23, 2025 12:25 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] Fwd: 782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Sent from my iPhone

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> **From:** "Jillian Barden (City of Saint Paul)" <support@saintpaul.zendesk.com>
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> **To:** Consortium <grevering.sph@gmail.com>
> **Subject: 782 Sims Ave, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry**
> **Reply-To:** City of Saint Paul <support@saintpaul.zendesk.com>

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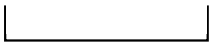

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