

Lydia Campbell

From: Lydia (Public Works Garbage) <garbage@ci.stpaul.mn.us>
Sent: Monday, January 22, 2024 4:24 PM
To: Lydia Campbell
Subject: Re: FW: FW: [EXTERNAL] FW: 900 Westminster St, St. Paul, Minnesota, 55130 - (Quarter 3 (July - September)) - Assessment Inquiry

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

fwd

On Mon, January 15 at 10:50, 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: Monday, January 15, 2024 9:39 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: [EXTERNAL] FW: 900 Westminster St, St. Paul, Minnesota, 55130 - (Quarter 3 (July - September)) - Assessment Inquiry

Okay – let's try this again - the assessment is not anything that Kim incurred – that is on the previous owner.

Joe is a customer service agent out of Wixom MI who handles overflow calls for our call center in WI – he really wouldn't have a clue about how assessments are handled for the City of St Paul.

There is still a balance of \$62.44 owing for service from 4.1.23 to 5.13.23 – by the previous owner – that is the amount you should have for an assessment on the account.

Kim's account as started as of 5.14.23 and she has paid all balances to WM since that day forward.

Don't assume she didn't request to have all those items picked up after shortly moving in. You'd be surprised how many new starts will have bulk items picked up as soon as they sign up for service.

Kim contacted us about having two appliances picked up on 6.7.23 - 06/07/2023 BAE-APPLIANCE LARGE
PICK 545324 2.00 40.00 40.00

Note on her account dated 6.6.23 - so yes she did ask us to pick up 5 bulkies - two that we charged for. The items we didn't charge her for were a couch, chair and full size boxspring.

06/06/2023 07:46:07 LJONES20

KIM CI WITH 5 BULK ITEMS

Then on 8.2.23 she requested to have yard waste service added to her account

08/02/2023 P9D-PRORATE GRN/YDW CHAR 1.00 120.00 120.00

Hopefully I won't see another e-mail about this issue - I consider the case closed

Mary Patch

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

Sent: Monday, January 15, 2024 7:35 AM

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

Subject: FW: FW: [EXTERNAL] FW: 900 Westminster St, St. Paul, Minnesota, 55130 - (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 (Public Works Garbage) <garbage@ci.stpaul.mn.us>

Sent: Sunday, January 14, 2024 1:19 PM

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

Subject: Re: FW: [EXTERNAL] FW: 900 Westminster St, St. Paul, Minnesota, 55130 - (Quarter 3 (July - September)) - Assessment Inquiry

I just spent 30 minutes on the phone with Joe at Waste Management.

He stated that they have corrected their error and will notify the city within 1-2 business days of their error and request that the collection file is removed and the assessment is deleted as it is not valid.

They corrected the billing that they sent to you (the city) for collection in August and NO ONE bothered to contact the city

On Sun, January 14 at 13:18, Lydia Campbell wrote:

In addition, on Friday, PO stated:

On Sun, January 14 at 13:17, Lydia Campbell wrote:

Oh, thanks. I hadn't noticed that this was one we already talked about. Too many to keep track of.

There is no balance left from former PO. The Q2 assessment paid by current PO was for first half of Q2 bill that former PO didn't pay. So the rest of the Q2 charge (while PO lived at property) was added onto the Q3 bill, which is fair. That settles all of Q2.

Then, if PO paid \$187.52 on 7/25, but the Q3 invoice was for \$217.82, shouldn't the total Q3 assessment be \$30.30, plus finance charges?

What do you mean by, "...crediting back another \$133.87 for the 3rd Qtr Assessment of \$133.87?"

Also, please respond about the 2 bulky items listed on Q3 bill. Seem unlikely that new PO had already used all 3 of their bulkies and then set out 2 more within 2 months at the house. What and when were the other 3 picked up?

On Fri, January 12 at 19:55, 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, January 12, 2024 5:49 PM

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

Subject: RE: [EXTERNAL] FW: 900 Westminster St, St. Paul, Minnesota, 55130 - (Quarter 3 (July - September)) - Assessment Inquiry

I think I have this figured out now.

See attached e-mail that I sent on 8.11.23 stating that I was crediting back \$71.43 of the 2nd Qtr Assessment of \$133.87.

But I completely missed noting that I was also crediting back another \$133.87 for the 3rd Qtr Assessment of \$133.87.

So there is still a balance of \$62.44 owing for 2nd Qtr 2023 that the previous owner never paid.

Mary Patch

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

Sent: Friday, January 12, 2024 10:12 AM

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

Subject: [EXTERNAL] FW: 900 Westminster St, St. Paul, Minnesota, 55130 - (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 (Public Works Garbage) <garbage@ci.stpaul.mn.us>

Sent: Friday, January 12, 2024 9:50 AM

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

Subject: 900 Westminster St, St. Paul, Minnesota, 55130 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 900 Westminister St, St. Paul, Minnesota, 55130. Please forward to Waste Management for their input.

Ticket ID#: 365089

Ticket Requester: Kimberly Herrgott

Ticket Requester Email: (if available) kherrgott@farmington.k12.mn.us

Ticket Request Phone Number: (if available) +16514603823

Property ID #: 292922320127

Property Address: 900 Westminister St, St. Paul, Minnesota, 55130

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

Billing year for Pending Assessment: 2023

Pending Assessment Amount: \$133.87

Hauler: Waste Management

Ticket Comments:

Kim Herrgott purchased the property on 04/26/23. The Q3 invoice from WM shows that she was billed for prorated service starting 05/14/23, a large appliance pickup, and Q3 service. PO states that she already paid this and thinks that both her and the previous owner were billed for Q2.

Was PO reimbursed for service 05/14-06/30?

Please provide the following information:

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

Please include note of all bulky items that were picked up from this property beginning with new ownership. Provide pictures if able.

Thank you,

Lydia

City of Saint Paul

Department of Public Works - Garbage

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

stpaul.gov/garbage