

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, January 11, 2021 2:18 PM
To: Vang, Mai (CI-StPaul); Moermond, Marcia (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Flagged

Mai,

This is the latest for 1159 Galtier. Please ignore the last email I sent regarding this property and add this email to the file.



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 1:48 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Kim.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Monday, January 11, 2021 1:46 PM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Clare,

I do not set up residential accounts nor do I talk to the resident. This is something our customer service team would do and this has been addressed. I will enter a 1 time courtesy credit for \$3.36.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 11, 2021 1:35 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see update and request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, January 11, 2021 1:33 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. Due to confusion on the part of the property owner because of prior errors with the autopay setup, we are going to remove the assessed late fee of \$3.36. **Please call the property owner to ensure going forward that the autopay has been set up correctly to pull the payment between the 5th and 25th day of the first month of each quarter. Please confirm with the city once this has been done.**

There have been multiple incidents of issues with Advanced Payment's autopay system. **Please work to ensure that all accounts are set up correctly.** Not doing so, causes more work and lost revenue for both the city and the hauler.



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 1:09 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

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Clare,
Please see update below.

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Chief Manager
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From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Monday, January 11, 2021 1:08 PM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

We are unable to get all the way into residence accounts due to privacy so no I do not know what day they had scheduled for auto pay.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 11, 2021 12:24 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see question from Clare.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, January 11, 2021 12:22 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. What I am asking for is whether Advanced Disposal would have record of what the autopayment settings would have been at the time. For example, would Advanced Disposal be able to see which day the autopayment would have been set to in the months of June - August of this year?



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 12:12 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

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Please see update from Kim.

Greg Revering
Chief Manager
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From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Monday, January 11, 2021 12:06 PM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
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It would have been whatever date they set it for. If it was like the 1st or 5th it would have tried grabbing a payment but as you can see there was nothing there to grab. I do not know how else to explain it to you.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 11, 2021 11:34 AM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see question below.

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Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. I didn't see an answer to the following question:

So then why would their account have attempted to make a payment on 07/01/2020 if there was no invoice?

Also, wouldn't Advanced have this information?



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 11:29 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
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Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
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Depending on what date they had when they were on auto pay.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, January 11, 2021 10:50 AM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see question from Clare.

Greg Revering

Chief Manager

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Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. So then why would their account have attempted to make a payment on 07/01/2020 if there was no invoice? Was it possible that their autopay was set to the first of the month at that point?



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 9:50 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
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Clare,
Please see update from Kim.

Greg Revering

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From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Monday, January 11, 2021 9:47 AM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

When you see aborted that means there was no monies due. When looking at this it does look like they were on auto pay but cancelled it. the 5/8/210 payment is what was refunded. They are late fees and it looks like the resident cancelled payment. They were tax rolled.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Friday, January 8, 2021 4:35 PM

To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>

Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>

Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,

Please see questions from Clare.

Greg Revering

Chief Manager

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From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Sent: Friday, January 8, 2021 4:29 PM

To: grevering.sph@gmail.com

Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Hello Kim,

I just got these screenshots of the online account from the property owner. I have a couple questions regarding this account statement:

1. It looks like there are generally two "aborted" payments two months in a row, followed by an "approved" payment. Please explain why this shows up on the online account and what it means.
2. It appears as though there was a payment on 07/01/2020 that was aborted. Why was this? If the property owner was on autopay, the invoice payment for Q3 2020 should have been withdrawn on this month.
3. It looks as though both the account information that you send me and this screen shot have the payment listed on 05/15/2020 that was refunded. However, it does not say that the payment made on 05/08/2020 was refunded. Why is that? It appears to have been refunded based on the account information you sent me.
4. There were charges of \$3.36 that appear to have been cancelled on 09/01/2020 and 10/11/2020. These appear to be late fees. Is this true, and if so, why do they appear on the online account statement?



PAYMENTS

Account:

[Apply Filters?](#)

My Account (G4005014-0000)

Date ▾	Type	Amount	Status
10/22/2020		\$67.28	Approved >
10/11/2020		\$3.36	Cancelled >
09/01/2020		\$3.36	Cancelled >
08/01/2020		\$67.28	Approved >
07/01/2020		\$0.00	Aborted >
06/01/2020		\$0.00	Aborted >









PAYMENTS

Account:

[Apply Filters?](#)

My Account (G4005014-0000)

Date ▾	Type	Amount	Status
05/08/2020		\$67.28	Approved >
04/08/2020		\$67.28	Approved >
03/08/2020		\$0.00	Aborted >
02/08/2020		\$0.00	Aborted >
01/08/2020		\$67.28	Approved >
12/08/2019		\$0.00	Aborted >

There appears to have been a few errors that occurred on this account. **Please ensure that moving forward these errors do not occur.** We have had several instances of problems with Advanced Disposal's automatic payments and therefore request that Advanced Disposal check to ensure that these errors are not occurring with other accounts.]

Thank you!



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Clare,
Please see response below.

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From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
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Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
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Yes that is what I am thinking.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>

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Kim,
Please see question below.

Greg Revering

Chief Manager

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Thank you Kim. If it was on bill pay though, why didn't it just take out every three months? Was there an error with the autopay?



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www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, January 8, 2021 7:02 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

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Clare,
Please see update from Kim.

Greg Revering
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grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Friday, January 8, 2021 6:01 AM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

They must have been on bill pay at one time and it pulled 2 payments out, reason for the refund.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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Sent: Thursday, January 7, 2021 2:33 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Jim,
Please see request below.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

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From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, January 7, 2021 2:25 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. What happened to cause two additional charges of \$67.28? **Please review your accounts and report on whether any were impacted by this issue.**



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 12:45 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
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Please see update from Kim.

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Sent: Thursday, January 7, 2021 12:44 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
 Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
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Payment history

We refunded 1 payment of 67.28 for double payment.

Invoice Details			
Info	Trans. Date	Trans. Type	Description
0001-002	5/22/2020	Service	RESIDENTIAL CART
0001-002	5/29/2020	Service	RESIDENTIAL CART
0001-002	6/5/2020	Service	RESIDENTIAL CART
0001-002	6/12/2020	Service	RESIDENTIAL CART
0001-002	6/19/2020	Service	RESIDENTIAL CART
0001-002	6/26/2020	Service	RESIDENTIAL CART
0001-002	7/6/2020	Period	TRASH STANDARD SERVICE
0001-999	7/6/2020	Tax	MNrsWasteMgt Tax 9.75% at 9.750%
0001-999	7/6/2020	Tax	RR Cty Environmental Chg at 28.000%
	7/31/2020	Adjustment	LATE FEE
	8/3/2020	Payment	Kubra Automated
	10/2/2020	Adjustment	ST PAUL TAX ROLL

Date	Invoice	Type	Reference
1/5/2021	0000103733	Invoice	
10/22/2020	0000092721	Payment - Kubra Automated	XXXX7509
10/5/2020	0000092721	Invoice	
10/2/2020	0000081705	Adjustment - ST PAUL TAX ROLL	
8/3/2020	0000081705	Payment - Kubra Automated	XXXX7509
7/31/2020	0000081705	Adjustment - LATE FEE	
7/6/2020	0000081705	Invoice	
5/15/2020	O A	Adjustment - ON ACCOUNT APPLICATION	OAappl - 0000070698
5/15/2020	0000070698	Payment - Kubra Automated	XXXX7509
5/15/2020	0000070698	Adjustment - ON ACCOUNT APPLICATION	OAappl - O A
5/8/2020	O A	Payment - Kubra Automated	XXXX7509
4/8/2020	0000070698	Payment - Kubra Automated	XXXX7509
4/6/2020	0000070698	Invoice	
1/8/2020	0000059701	Payment - Kubra Automated	XXXX7509

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
 T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
 Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
 Sent: Wednesday, January 6, 2021 4:32 PM
 To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
 Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
 Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see information and request below.

Greg Revering

Chief Manager
St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, January 6, 2021 3:44 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal Services:

Property Address & PID: 1159 GALTIER STREET (PID: 252923120046)
Property Owner: MAUREEN B AVILES
Phone Number or Email: 651-353-5631;maureen_aviles@yahoo.com
Pending Assessment Amount: \$3.36
Quarter Pending Assessment is For: Q3 2020 Delinquent Garbage Bill; Service provided July-September 2020

Summary of Issue: Property owner stated that their account was on autopay until mid September 2020. They stated that Advanced Disposal would withdraw \$67.28 from their bank account every month and then issue a refund. They have called them multiple times about that issue and were apparently told to disregard it because they would only be billed every 3 months and the monthly charges wouldn't be reflected on their bill. However, this kept happening every month. **Please explain what would cause this to happen to their account.**

They are also confused as to why they received a late fee for \$3.36 when they are on autopay for the 8th of each month. They stated that they checked their online account and noticed that the payment for July 2020 was listed as "aborted." **Please explain why the payment for Q3 2020 was not withdrawn from the account. Please also provide the following information for Q1 2020 – Q4 2020:**

- Invoice and Payment History (Amounts and Dates)
- Any late fees generated for the account
- Any contact with the property owner

Thank you!



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I

Saint Paul Public Works

Pronouns: she/her/hers

Saint Paul City Hall Annex

15 W. Kellogg Blvd.

Saint Paul, MN 55102

P: 612-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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