

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, March 27, 2020 8:51 AM
To: Swanson, Christopher (CI-StPaul); grevering.sph@gmail.com
Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks Kim.

Chris, I agree. I will call the resident and let him know.



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
Saint Paul, MN 55102

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Friday, March 27, 2020 8:47 AM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks Kim,

Clare, it appears that he did in fact get a smaller cart delivered to his property. He went from a large to a medium. The notes do not show him requesting a 35 gallon cart. My view would be that this assessment is correct. If he wants to have a smaller cart delivered we can get that set up for him.

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Friday, March 27, 2020 8:43 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

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Chris,

Please see notes from Kim.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>

Sent: Friday, March 27, 2020 6:19 AM

To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>

Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Good morning,

These are the only notes on account regarding container exchange. On 3/25/20 as you can see Eugene(lead CSR) talked to him explaining what could be done.

Promise Date: Fri., January 4, 2019

Email

Email:

Subject: SWAP 95GL TR FOR 65GL TR 1XW-FRI

Details: SWAP 95GL TR FOR 65GL TR 1XW-FRI
RICK LARSON 612.407.8145
AJR

Call: Fri., January 4, 2019

5105 - ST PAUL SMALL CART

Assign To:

Notify

Print

Add

Sh

Created	Created By	Comment
11/23/2018 10:37:14 AM	JONES-REED, ASHLEY	SWAP 95GL TR FOR 65GL TR 1XW-...

SWAP 95GL TR FOR 65GL TR 1XW-FRI
RICK LARSON 612.407.8145

Subject: REGARDING THE ACCOUNT

Details:

Call:

Assign To: CAMPBELL, EUGENE

Notify

Print

Add

Sh

Created	Created By	Comment
3/25/2020 2:27:12 PM	CAMPBELL, EUGENE	RICK LARSON CALLED TO PAY THE ...

RICK LARSON CALLED TO PAY THE BILL - CUSTOMER WANTED TO CHANGE THE SERVICE ON THE A

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, March 26, 2020 3:08 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Kim,
Please see 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: Thursday, March 26, 2020 3:05 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com
Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Kim. The main issue, however, is that the resident had been contacting Advanced Disposal since the start of the program to get the cart sized reduced. Can you please send me all the call records for this particular address, as well as records of any cart swaps since the beginning of the program?



Clare Pillsbury

Management Assistant I

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From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, March 26, 2020 2:04 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks Kim,

CS

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, March 26, 2020 2:00 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: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,
Please see additional info below.

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

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, March 26, 2020 1:55 PM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

So apparently the number that is listed for Ricky is not Ricky it is someone who lives on Lawson so with that being said I could not reach out to him but still have the work order entered for this week.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, March 26, 2020 10:37 AM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Kim,
Please see information 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: Thursday, March 26, 2020 10:34 AM

To: grevering.sph@gmail.com

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

Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

I apologize. It looks like I have to send this to another hauler. The property owner kept talking about Republic Services so I think that was on my mind.

Greg, can you forward the complaint to Advanced Disposal?

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

P: 651-266-8862

F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us

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From: Pillsbury, Clare (CI-StPaul)

Sent: Thursday, March 26, 2020 10:32 AM

To: grevering.sph@gmail.com

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

Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks for letting me know. I will look into this.

Clare Pillsbury

Management Assistant I

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

P: 651-266-8862



F: 651-266-6222

Clare.Pillsbury@ci.stpaul.mn.us



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, March 26, 2020 10:30 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

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Clare,
Please see request for information below.

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

763-295-2054

From: Estrella, Frances <FEstrella@republicservices.com>
Sent: Thursday, March 26, 2020 9:46 AM
To: grevering.sph@gmail.com; Franklin, Romack <RFranklin3@republicservices.com>
Subject: RE: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Good Morning Clare,
Could we confirm the address. This isn't coming up in the system. Thank you

Frances

Frances Estrella
Billing Coordinator

4325 66th St E
Inver Grove Heights, Mn 55076
[e festrella@republicservices.com](mailto:festrella@republicservices.com)
o 651-286-4588



We'll handle it from here.*

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, March 25, 2020 5:10 PM
To: Franklin, Romack <RFranklin3@republicservices.com>; Estrella, Frances <FEstrella@republicservices.com>
Subject: FW: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

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Frances,
Please see information 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, March 25, 2020 3:44 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1145 Dale St N - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Republic:

Property Address & PID: 1145 Dale St N (PID: 262923110070)
Property Owner: Ricky Larson
Phone Number or Email: 651 263 8256
Pending Assessment Amount: \$110.48
Quarter Pending Assessment is For: Garbage Service Medium Cart; 3 Late Fees; Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they originally received 94-gallon cart. They tried to switch the cart to a 35-gallon every other week and was told that they would have to wait until January 2019. Resident has tried to contact hauler multiple times and request the 35-gallon every other week. Hauler kept saying that they would deliver the smaller cart but never followed through. Please confirm whether the request for a cart switch was made and provide the call history between property owner and Republic Services from Q4 2018 and Q4 2019.

Thank you.

Clare Pillsbury



Management Assistant I

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