

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Tuesday, January 28, 2020 1:43 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: 523 Fry St - (Q3) Assessment Error/Complaint Inquiry  
**Attachments:** 523 Fry Invoice 7.2.19.pdf

Hi Clare,

ADS responded to this assessment inquiry.

I actually was talking with the resident when they responded. We are going to recommend the removal of the \$10.55 assessed to this property. Looking over the records it appears that Ramsey county has not updated her new primary property address. When ADS sent the invoice it bounced back as she no longer lived at the property. For some reason the NNP were forwarded to her new address at 1585 Serenity Lane, Waconia, MN, 55387. Lot of weirdness on this account.

Moving forward, it seems like everything is set with the automated system. I did give her the phone number of the county assessor so she can update the information.

Chris

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**From:** grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]  
**Sent:** Tuesday, January 28, 2020 12:39 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: 523 Fry St - (Q3) Assessment Error/Complaint Inquiry

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

Chris,  
Please see attached and info below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>  
**Sent:** Tuesday, January 28, 2020 12:23 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** RE: 523 Fry St - (Q3) Assessment Error/Complaint Inquiry

Chris,

Attached is the 7/5/19 billing. the billing address matches the Ramsey County web site. The billing address was changed as of 4/9/2019 to:

3805 Evergreen Dr  
Saint Bonifacius MN 55375

In April 2019 we reversed the previous tax roll because the billing address was incorrect and the resident paid ADS. We did not receive another call from her until 11/11/19 at which time the billing address was verified again. On 11/20/19 we received the 10/5/19 invoice back in the mail stating unable to deliver and again on 1/15/20 for the 1/6/19 invoice. Not sure why these keep coming back. The only thing I can think of is the mail does not forward if the customer has a mail stop or forward at their address for any reason.

This customer does have her online account set up for email notification when a new invoice is available, she is not set up for auto pay at this time.

Thank you

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, January 28, 2020 10:42 AM  
**To:** Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>  
**Subject:** FW: 523 Fry St - (Q3) Assessment Error/Complaint Inquiry

Lee,  
Please see request below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, January 28, 2020 10:37 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 523 Fry St - (Q3) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

**Property Address & PID:** 523 Fry St (PID: 332923140170 )  
**Property Owner:** FRY STREET LLC (Cindy Jamison)  
**Phone Number or Email:** 6124028382; [cindy@cindyjamison.com](mailto:cindy@cindyjamison.com)  
**Pending Assessment Amount:** \$10.55  
**Quarter Pending Assessment is For:** Garbage Service; Jul 1 - Sep 30 2019

**Summary of Issue:** Property owner stated that she had not received any quarterly bills; despite receiving notices of nonpayment. Please provide documentation that a Q3 bill was issued on July 5, 2020, as well as information on whether the resident has signed up for electronic or paper bills. Please respond by 4:00 today as property owner has a legislative hearing scheduled for tomorrow, 01/29/2020.

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)

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