

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, January 21, 2020 12:57 PM
To: Pillsbury, Clare (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Flagged

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

Clare,
Please see update from Sue.

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

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>
Sent: Tuesday, January 21, 2020 12:44 PM
To: grevering.sph@gmail.com
Subject: RE: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

If you look at the original cart list, **the property owner refused to allow the cart delivery company to deliver two carts.** This was not an option for them to do. They are still responsible for the full bill for Q4 2018 and beyond.

Highland NEVER removed any carts from this location. Highland was given this account with the knowledge that this is a two dwelling RDU. I do not know if they put their regular cart out with an additional bag at any point because they were paying for two dwellings and my driver would never have questioned that. In other words, just because they didn't have the second cart, does not mean that we were not hauling the correct volume the whole time. Highland will not be refunding any payment to this RDU. Highland didn't do anything wrong. We were given the information and we billed this RDU based on that information.

Refusing a cart to be delivered does not allow them the exception to not pay for the service they are REQUIRED to have by the City of St. Paul.

Please review your records where it shows on the serial number cart list that this RDU refused a second cart.

466 PORTLAND AVE	012823240180	466 PORTLAND AVE	SAINT PAUL	MN	55102	
466 PORTLAND AVE	012823240180	466 PORTLAND AVE	SAINT PAUL	MN	55102	1809

Refusing to receive a cart **DOES NOT** give them a refund.

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

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

Sent: Tuesday, January 21, 2020 11:17 AM

To: 'Highland Sanitation'

Subject: FW: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

Sue,

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: Tuesday, January 21, 2020 11:12 AM

To: grevering.sph@gmail.com

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

<Susan.Young@ci.stpaul.mn.us>

Subject: RE: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

Thank you Susan. It looks like the property is a two family dwelling and the cart should have never been removed by the there. Therefore we are requesting that you provide reimbursement for the Q4 2018, Q1 2019, & Q2 2019 for the cart that was removed. Can you confirm which size cart that was? I will recommend that the Quarter 3 assessment be approved.



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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www.stpaul.gov/garbage

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Friday, January 17, 2020 11:15 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: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

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

Clare,
Please see response from Highland.

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

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>
Sent: Friday, January 17, 2020 10:57 AM
To: grevering.sph@gmail.com
Subject: RE: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

I apologize, I was out sick on Thursday, January 16, 2020.

The only conversation we had with Mrs. Griffith in regard to a missing cart was on July 8, 2019. The CSR she spoke with scheduled the missing cart to be delivered on Thursday, July 11, 2019.

The other phone calls we had with this RDU were all about compost service.

If you have any other questions, please let me know.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, January 15, 2020 12:28 PM
To: 'Highland Sanitation'
Subject: FW: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

Sue,
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: Wednesday, January 15, 2020 11:23 AM
To: grevering.sph@gmail.com
Subject: RE: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

Good morning,

Were you able to confirm the date that the cart was delivered in July and contact the resident? The legislative hearing regarding the assessment for this property is on 01/16/2020 so we need a response by the end of the day today.

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: Tuesday, January 14, 2020 11:59 AM
To: grevering.sph@gmail.com
Subject: 466 Portland Ave- (Q3) Assessment Error/Complaint Inquiry

Please forward to Highland Sanitation:

Property Address & PID: 466 Portland Ave (PID: 12823240180)

Property Owner: DAVID H GRIFFITH

Phone Number or Email: 6512607526; davidhgriffith@gmail.com

Pending Assessment Amount: \$136.13

Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019

Summary of Issue: Received from the property owner: "Two carts were ordered at the inception of the citywide garbage program. At the time of delivery, the driver interpreted my husband's remark that we didn't really need two carts as a refusal of the second cart. Full and timely payment for both carts was made for three quarters. From December 2018 until July 2019, multiple requests by telephone and in writing to provide the missing cart were ignored by Highland

Sanitation. In July, a request was made to the city as a last resort to assist in getting the missing (paid for) cart delivered as all other attempts had been ignored. After another (strident) telephone call to Highland the missing cart was finally delivered the first week in July.”

Can you confirm the exact date that the cart was delivered in July? Please also contact the resident regarding reimbursement for the Q 4 2018, Q1 2019, & Q2 2019 in which property owner was paying for service for two carts while only having one.

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
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Saint Paul, MN 55102

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