

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, September 17, 2020 4:18 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul); Black, Alisha (CI-StPaul)
Subject: RE: 7/20 Complaints Please forward to Advanced

Follow Up Flag: Follow up
Flag Status: Completed

We will make the adjustment to the Q2 2020 assessment and remove the late fees.

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, September 17, 2020 2:23 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 7/20 Complaints Please forward to Advanced

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

Chris,
Please see update 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: Thursday, September 17, 2020 2:06 PM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: RE: 7/20 Complaints Please forward to Advanced

Good afternoon Chris,
The previous owner paid for Q1, Q2 we received no payment so all tax rolled. All you are asking is for the late fees to be removed? If that is the case yes I can removed \$14.40 in late fees for Q2 since invoice went to wrong billing address.

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: Wednesday, September 16, 2020 12:42 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: FW: 7/20 Complaints Please forward to Advanced

Kim,
Please see information and request below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Wednesday, September 16, 2020 11:58 AM
To: grevering.sph@gmail.com
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 7/20 Complaints Please forward to Advanced

Kim,
We've looked at this account some more as the resident has submitted a legislative hearing. The attached invoice shows that AD updated the owner name information, but not the billing address information, so the Q2 bill was mailed to the previous owner at the previous billing address. Because the bill was mailed to the previous new address the current owner never received the update invoice. See attached invoice. The late fee assessment should be removed.

Complaint Submitted 7/20:

P/O purchased this property in February 2020 and called AD to update the garbage billing. The P/O has now received notice from the city of an unpaid Q2 2020 garbage bill in the amount of \$110.48. The P/O did not receive a garbage bill until the Q3 2020 invoice was forwarded to her from the previous owner. The garbage invoice for Q3 lists the current P/O's name with the previous owners address (the caller emailed a photo to the city of the invoice showing this). Please review this account to remove the late fees imposed for Q2 due to the AD billing only reflecting the name change, not the billing address.

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, August 20, 2020 11:04 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 7/20 Complaints Please forward to Advanced

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

Chris,

Please see update 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: Thursday, August 20, 2020 10:57 AM

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

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>

Subject: RE: 7/20 Complaints Please forward to Advanced

The only thing addressed from original message was to change the billing address to the service address and that has been done. Late fees are from Q2 in which I did not credit.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



Advanced Disposal



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: Wednesday, August 19, 2020 2:22 PM

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

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>

Subject: FW: 7/20 Complaints Please forward to Advanced

Importance: High

Kim,

Please see request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Wednesday, August 19, 2020 2:18 PM

To: grevering.sph@gmail.com

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

Subject: FW: 7/20 Complaints Please forward to Advanced

Importance: High

Greg, Please forward to Advanced. If we need to remove the assessment please send an email back to the city. Also, please send this update by this coming Monday. After that, we need to do a more intensive process to get this removed.

Chris

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

Sent: Monday, August 17, 2020 10:31 AM

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

Subject: RE: 7/20 Complaints Please forward to Advanced

Importance: High

Please forward to AD:

751 Tuscarora

PO is calling the city stating that she received a VM stating that the late fees would be removed and that she can go to the City Assessments website to make the adjusted payment. The below response for this property does not state that there should have been a reduction of the referred Q2 amount. Please clarify to the city if there is to be a reduction of the Q2 pending assessment.



Alisha Black

Office Assistant III

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

P: 651-266-5692

F: 651-266-6222

alisha.black@ci.stpaul.mn.us

The Most Livable
City in America



www.stpaul.gov/garbage

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

Sent: Tuesday, July 21, 2020 4:26 PM

To: grevering.sph@gmail.com

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

Subject: RE: 7/20 Complaints Please forward to Advanced

Thanks Kim,

cs

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

Sent: Tuesday, July 21, 2020 9:26 AM

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

Subject: FW: 7/20 Complaints Please forward to Advanced

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

Chris,
Please see update 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: Tuesday, July 21, 2020 9:25 AM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: RE: 7/20 Complaints Please forward to Advanced

Both have been taken care of.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 20, 2020 4:21 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>
Subject: FW: 7/20 Complaints Please forward to Advanced

Kim,
Please see information and request below.

Greg Revering

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, July 20, 2020 3:26 PM
To: grevering.sph@gmail.com
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: FW: 7/20 Complaints Please forward to Advanced

Please forward these complaints to ADS.

cs

From: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Sent: Monday, July 20, 2020 3:09 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: 7/20 Complaints Please forward to Advanced

926 Armstrong Ave	Neil Beqari	+1 540-257-5187	Advanced Disposal	Billing Error/Issue (NOT Non-Payment)	Action Needed from Hauler	Resident called to remove the hauler. Please start ser
751 TUSCARORA AVE	Audra mercer	1 620-820-0661	Advanced Disposal	Billing Error/Issue (NOT Non-Payment)	Action Needed from Hauler	Please update billing addre TUSCARORA AVE. Pleas



Sarah Haas

Solid Waste Specialist

Saint Paul Public Works
 800 City Hall Annex, 25 West 4th Street
 Saint Paul, MN 55102
P: 651-266-6216
F: 651-266-6222
sarah.haas@ci.stpaul.mn.us

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