

## Pillsbury, Clare (CI-StPaul)

---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Tuesday, July 7, 2020 9:08 AM  
**To:** Swanson, Christopher (CI-StPaul)  
**Subject:** RE: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Thanks Chris. I have been unable to get in touch with the property. However, I am going to remove the late fee as a courtesy in the hopes that since he has it set up correctly, it should withdrawal at the correct time.



### 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)

The Most Livable  
City in America



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

---

**From:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Sent:** Friday, June 26, 2020 2:15 PM  
**To:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Ditto for this one.

cs

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, June 25, 2020 12:07 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

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

Chris,  
Please see update below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Thursday, June 25, 2020 12:04 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** RE: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Chris,

As with the other one I just sent to you there is no issue with the auto pay system. I have no way of checking when the date was changed to the 15<sup>th</sup>. As I mentioned below he is late every time paying his invoices and again I do not believe this is an Advanced issue. It is all in the way the resident sets up their account.

**Thank you**

**Kim Shannon | Operations Support/Administrative Assistant**

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Thursday, June 25, 2020 11:29 AM  
**To:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>; Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Kim,  
Please see information and request below.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Thursday, June 25, 2020 11:26 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** RE: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Advanced,

From everything I am reading below the resident is correct in cancelling the late fee payment. That fee appears to be erroneous. Again, the auto payment on the account is set for the 15<sup>th</sup> of the month, as such, this account should be paid in full the first month the invoice is generated. There should be no late fee. ADS's system is failing to process this payment.

I want to know why the autopayment system is not processing these payments and how many accounts have been impacted. It sounds like this has been happening for many quarters. I need to know the scope of this issue.

Chris

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, June 25, 2020 9:48 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>; Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing 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](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Thursday, June 25, 2020 8:15 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** RE: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

From what I see he canceled the payment for the late fee. He is late paying his bill every quarter. I looked at his auto pay and it is set up for the 15<sup>th</sup> of the month. At this time I will not process a credit.

**Thank you**

**Kim Shannon | Operations Support/Administrative Assistant**

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Wednesday, June 24, 2020 9:57 AM  
**To:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>; Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Kim,  
Please see question below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, June 24, 2020 9:52 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Thank you Kim,

The main concern was the automatic payment system did not pull the payment from the property owner's account until February 2020, which was after the payment for the Q1 2020 invoice was due. Therefore, the resident feels that they should not have to pay the late fee of \$4.65.

Can you look into why the automatic payment system did not pull the payment amount until February 2020? We need to know where the error was occurring.



## 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)

The Most Livable  
City in America



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

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, June 24, 2020 8:42 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

**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](mailto:grevering.sph@gmail.com)

763-295-2054

---

**From:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Wednesday, June 24, 2020 8:27 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** RE: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Good morning,  
The late fee was sent for tax roll.

**Thank you**

**Kim Shannon | Operations Support/Administrative Assistant**

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, June 23, 2020 2:12 PM  
**To:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>; Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Kim,  
Please see information and request below.

*Greg Revering*

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, June 23, 2020 1:58 PM  
**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:** FW: 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Please forward to Advanced Disposal:



**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)

The Most Livable  
City in America



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

---

**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Sent:** Tuesday, June 23, 2020 10:49 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** 1316 Hartford Ave- Q1 Billing Error / Complaint Inquiry

Hi Chris,

Please find the Q1 billing complaint below:

- Property Address: 1316 Hartford Ave
- Property Owner: Jim McGuire
- Phone Number or Email: 651-226-7385
- Pending Assessment Amount: \$4.65
- What Quarter Pending Assessment is for: Q1
- Summary of Issue: P/O is set up on Auto Pay with Advanced Disposal and his Q1 payment was not removed from his account until February 1, 2020, instead of January 2020. Please review this account as the payment error was on the Advanced Disposal side, not because of the P/O's error.



**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](mailto:alisha.black@ci.stpaul.mn.us)

The Most Livable  
City in America



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

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.