

## Pillsbury, Clare (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Tuesday, April 14, 2020 2:39 PM  
**To:** grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul)  
**Subject:** RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Apologies. In the original email I meant to say that we requested that the 94-gallon cart be delivered and the 64-gallon cart that is currently at the property be removed.

According to the e-mail that Lee wrote, it appears as though Advanced Disposal does have records confirming that there was a 94-gallon cart that was delivered to the property on 03/21/2019. However, the issue is that the property owner still has the same 64-gallon container that was delivered to them at the start of the program. Therefore, it appears that either the 94-gallon was not delivered and the 64-gallon container was not removed. Is there a way that one of the haulers could do a check the next time they collect from that property? Without confirmation, we do not feel comfortable approving the assessment.



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### 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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**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Tuesday, April 14, 2020 2:26 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Subject:** FW: 908 York Ave- (Q3) Assessment 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

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**From:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Tuesday, April 14, 2020 2:19 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)>  
**Subject:** RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Good afternoon,  
I have attached the note that Lee put on the account and sent to the city from my understanding.

We have the serial number of the cart delivered on SER.# 0818460175 95 GAL on 3/21/2019. T informed of this on 4/9/19 when the CCR called them back. The resident did not call back in unt cart was missing again he was informed of the serial number for the second time. The next two 2019 are asking for invoice copies no mention of the cart.

We delivered the cart as requested including tracking the serial number. The Tax rolled amount

**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](mailto:kim.shannon@AdvancedDisposal.com)  
Connect with us: [AdvancedDisposal.com](http://AdvancedDisposal.com) [Facebook](#) [YouTube](#)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, April 14, 2020 9:58 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)>  
**Subject:** FW: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Kim,  
Please see complaint 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, April 14, 2020 9:57 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:** RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal as a Follow Up:

Hello Kim,

It looks like Lee was unable to respond to my e-mail requesting that a 94-gallon cart be delivered to the property of 908 York Avenue to swap out for the 94-gallon cart. Since I sent this e-mail in January I had hoped that it would have been resolved by now. The property has now received an erroneous bill for Q2 2020 for service level for a 94-gallon cart. Please contact the resident as soon as possible to get this resolved and confirm with us once it has been done.

Thank you!



**Clare Pillsbury**

*Management Assistant I*

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

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**From:** Pillsbury, Clare (CI-StPaul)

**Sent:** Wednesday, January 29, 2020 12:15 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:** RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Hello Lee,

Just looked at the photo that the resident sent to us of the carts. We have attached them here. Our records show that ADS delivered a cart to this address on 03/21/2019 (See below)

Date	Hauler	Address	Cart Remo
3/18/2019	ADS	605 SNELLING AVE N	64-gallon
	ADS	605 SNELLING AVE N	64-gallon
	ADS	432 PIERCE ST	64-gallon
	ADS	432 PIERCE ST	64-gallon
	ADS	1936 FERONIA AVE	96-gallon
	ADS	587 PELHAM BLVD	35-gallon E
	ADS	38 MISSISSIPPI RIVER BLVD N	64-gallon
	ADS	2150 MARSHALL AVE	64-gallon
	ADS	2150 MARSHALL AVE	96-gallon
3/19/2019	ADS	991 ARMSTRONG AVE	35-gallon
3/20/2019	ADS	1665 BUSH AVE	64-gallon
	ADS	1671 CASE AVE	35-gallon

However the attached photo is dated October 20, 2019. The cart in the photo has the same serial number as the cart that was originally delivered at the property in September 2018. Therefore we are recommending that the assessment be removed. Please contact the resident to resolve this and deliver the 94-gallon cart that was requested. Please also reduce the Q1 2020 bill to reflect service for a medium 64-gallon cart with no late fees.



**Clare Pillsbury**

*Management Assistant I*

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Wednesday, January 29, 2020 10:28 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:** RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Thank you Lee! Can you provide documentation of cart delivery? They are pretty adamant that they never received it so it would help to provide at least evidence of a ticket for a cart delivery.



## Clare Pillsbury

### *Management Assistant I*

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

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Wednesday, January 29, 2020 10:14 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Wednesday, January 29, 2020 9:02 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

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

Chris,  
Please see update from Lee.

### *Greg Revering*

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

763-295-2054

---

**From:** Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>  
**Sent:** Wednesday, January 29, 2020 8:41 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>  
**Subject:** RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

We have the serial number of the cart delivered on SER# 0818460175 95 GAL on 3/21/2019. The resident was informed of this on 4/9/19 when the CCR called them back. The resident did not call back in until 7/18/19 saying his cart was missing again he was informed of the serial number for the second time. The next two call in November 2019 are asking for invoice copies no mention of the cart.

We delivered the cart as requested including tracking the serial number. The Tax rolled amount should remain as is. This is not a hauler error.

Thank you have a wonderful day

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, January 28, 2020 3:23 PM  
**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: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Lee,  
Please see information 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, January 28, 2020 3:13 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:** 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

**Property Address & PID:** 908 York Ave (PID: 282922320068)  
**Property Owner:** Mai Neng Vang  
**Phone Number or Email:** [vilaiphonxiong@yahoo.com](mailto:vilaiphonxiong@yahoo.com)  
**Pending Assessment Amount:** \$6.36  
**Quarter Pending Assessment is For:** Garbage Service; Jul 1 - Sep 30 2019

**Summary of Issue:** Resident stated that despite requesting a large 94-gallon cart in Q2 2019, they never received it. Therefore despite never having received the large 94-gallon cart, they were billed for it in Q3. Resident made a payment of \$96.08, which is the cost of a medium 64-gallon cart, since that is the size cart that they had at the property. Therefore, they were assessed the difference of \$6.36. **Please contact the resident to resolve this and deliver the 94-gallon cart that was requested.** Please also reduce the Q1 2020 bill to reflect service for a medium 64-gallon cart with no late fees. We will recommend removing the Q3 2019 and Q4 2019 due to hauler error.

Please respond by tomorrow at 10:00 am as this property is scheduled for a legislative hearing on 01/30/2020.

Thank you!

**Clare Pillsbury**  
*Management Assistant I*  
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**F:** 651-266-6222



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