

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 21, 2020 9:25 AM
To: Swanson, Christopher (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: 913 EARL STREET - (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

FYI from Jim

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

763-295-2054

From: Jim Smith <Jim.Smith@advanceddisposal.com>
Sent: Tuesday, July 21, 2020 9:13 AM
To: grevering.sph@gmail.com
Cc: Tim Williams <Tim.Williams@advanceddisposal.com>; Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Subject: RE: 913 EARL STREET - (Q1 2020) Assessment Error/Complaint Inquiry

Greg, this seems like a misunderstanding by the customer/City call center. Our call center may respond with a statement like "the invoice is due upon receipt". There is a misinterpretation along the way. I believe I saw a few of these comments on recent emails.

Thank you! Please feel free to contact me with any questions or comments.

Jim Smith
Market Area Manager – Minnesota/Eau Claire WI



309 Como Avenue St. Paul, MN 55103

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"Every Day, Driven to Deliver Service First, Safety Always"

From: Kim Shannon
Sent: Tuesday, July 21, 2020 9:08 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: 913 EARL STREET - (Q1 2020) Assessment Error/Complaint Inquiry

Payment for Q1 was posted 2/3/20. There are no notes on any of these accounts that they talked to customer service.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 20, 2020 1:17 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: 913 EARL STREET - (Q1 2020) Assessment Error/Complaint Inquiry

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: Monday, July 20, 2020 12:47 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 913 EARL STREET - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

Property Address & PID: 913 EARL STREET (PID: 282922310032)
Property Owner: SALIM NTAMBWE
Phone Number or Email: 651-276-0269
Pending Assessment Amount: \$5.89
Quarter Pending Assessment is For: Garbage Service Late Fees; Jan-Mar 20

Summary of Issue: Resident stated that they did send a check for the garbage. They stated that when they called Advanced Disposal the customer service representative told them that the bills arrived on the due date (01/25/2020) and since they had to enter the information on the computer, so they considered the payment late. Please provide the invoice, payment and contact history with the property owner for this account from Q1 2020 – Q2 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



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