

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, March 24, 2020 1:26 PM
To: Swanson, Christopher (CI-StPaul)
Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Thanks Chris! This looks accurate. I will respond to the property owner.



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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Tuesday, March 24, 2020 1:24 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

I will leave it up to you to review the email for accuracy.

cs

From: Greg Revering <grevering.sph@gmail.com>
Sent: Tuesday, March 24, 2020 1:06 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: Fwd: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,
Please see update from Kim.

Sent from my iPhone

Begin forwarded message:

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Date: March 24, 2020 at 12:35:40 PM CDT
To: "grevering.sph@gmail.com" <grevering.sph@gmail.com>, Julie Miron

<Julie.Miron@advanceddisposal.com>

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>

Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Below are the notes that are on the account from when Lee was doing St Paul.

The 10/7/2019 billing was not paid until 11/12/2019 the payment was late resulting in a late fee charge. This customer is correct that they had a credit balance on the account of \$16.51 with a balance due of @44.30 which is why the late fee is only \$2.24 instead of the 5% which would be \$3.04. this cust owes the fee

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

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

Sent: Tuesday, March 24, 2020 9:21 AM

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

Cc: Jim Smith <Jim.Smith@advanceddisposal.com>

Subject: FW: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Kim,

Please see clarifying 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: Tuesday, March 24, 2020 9:20 AM

To: grevering.sph@gmail.com

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

Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Kim,

I am confused. Can you tell me what size cart the resident has? That may give me more background into the pricing.

Did ADS's CSR tell him to short pay the difference?

The resident stated he made a payment for \$66.91 on 12/19/2020. If \$16.51 was credited to Q4 there should be no assessment as he would have paid over what was owed for that quarter.

Can you break down all the credits and payments during Q4 2019? I feel like something didn't happen here.

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, March 24, 2020 8:18 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,
Please see update below 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, March 24, 2020 7:15 AM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

It looks like it was applied to Q4 in the amount of \$16.51. the invoice total was \$60.83 and we received payment of \$44.30.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, March 23, 2020 3:51 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Kim,
Please see clarifying question 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, March 23, 2020 3:49 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Kim,

Was the credit issued in Q4 2019? If yes, it should have been applied to his Q1 2020 invoice.

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, March 23, 2020 2:54 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

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Chris,
Please see update below 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: Monday, March 23, 2020 2:32 PM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

I am showing he has a credit of \$18.56 on his account.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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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: Monday, March 23, 2020 2:29 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Please see update 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: Monday, March 23, 2020 1:46 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: RE: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Just an update. I was able to speak to the property owner. Apparently he made a payment for \$66.91 on 12/19/2020 on a final invoice of \$69.95. This would account for the \$2.71 that was originally submitted to the City as an assessment. However, I am still curious about the credit for \$15 that the property owner stated should have been applied to the Q4 invoice. Can you provide me with any information on that?

Thank you!



Clare Pillsbury
Management Assistant I
Saint Paul Public Works
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Saint Paul, MN 55102
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F: 651-266-6222
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From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, March 23, 2020 1:22 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>
Subject: 799 Watson Ave - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal

Property Address & PID: 799 Watson Ave (PID: 112823420155)
Property Owner: Mark A Dezelar
Phone Number or Email: 651-402-2773
Pending Assessment Amount: \$2.24
Quarter Pending Assessment is For: Garbage Service Q4 Oct 1-Dec 31 2019

Summary of Issue: Property owner stated that they were unsure as to why they were receiving an assessment for \$2.24 when they stated that they should have had a credit of \$15.00 with Advanced Disposal going in to Quarter 4 2019. Please explain why the specific amount of \$2.24 was sent to the city as an assessment.

Thank you!



Clare Pillsbury
Management Assistant I

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