

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: [Chao, Diana \(CI-StPaul\)](#)
Subject: FW: Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172
Date: Monday, September 30, 2019 1:47:00 PM

Actual info on this account.

cs

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, May 16, 2019 8:18 AM
To: grevering.sph@gmail.com
Cc: nicole.r.franklin@outlook.com
Subject: RE: Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172

Hi Lee,

Thanks! That is great info for me! I will try and follow up with this resident on this issue.

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, May 15, 2019 3:30 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: nicole.r.franklin@outlook.com
Subject: FW: Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172

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

Chris,

Please see below.

Greg Reuvering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Wednesday, May 15, 2019 2:51 PM
To: Nicole Franklin; Jim Smith; Melissa Bachhuber; Tim Williams

Cc: Julie Miron

Subject: RE: Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172

Chris,

This customer has auto pay set up thru their own bank (they provide the bank with the account numbers for payments) we cannot make any changes to the customers bank account. They were made aware of the account number change and where supposed to change it with the bank that has not happened the 5/1/2019 payment of \$60.83 again was made to the wrong account number. I will have the payment transferred again for them to the correct account number.

The customer needs to make the change on their end ADS cannot do that for them. They are not set up with the ADS bill pay.

Their bank is paying account number G5116675 and should be paying account number G4001872 if they do not make the change it will continue to happen

As you know with ACH payments the payments are applied by the information provided by the payee.

Thank you

From: Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]

Sent: Tuesday, May 14, 2019 1:08 PM

To: Jim Smith <Jim.Smith@advanceddisposal.com>; Melissa Bachhuber <melissa.bachhuber@advanceddisposal.com>; Lenora Johnson <lenora.johnson@advanceddisposal.com>; Tim Williams <Tim.Williams@advanceddisposal.com>

Subject: Fw: Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172

Good Afternoon,

Please see the city's email below.

Nicole Franklin
St. Paul Haulers LLC.

612-298-2990

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

Sent: Tuesday, May 14, 2019 11:25 AM

To: grevering.sph@gmail.com

Subject: Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172

Hi Advanced,

Advance Disposal re 1456 Hartford Ave / Paul Heckmann - 651-269-6172

Prior to organized trash, the Heckmann's had Advance Disposal. They were a 20 year customer with them. When organized trash came about, Advance was assigned to them. Because of that, Advance gave the Heckmann's a new account number which they've been using to pay their bill – problem is Advance continues to add their payments to the old account number so the charges are growing on their new STP account. Can you address this issue?

It sounds like the answer is that ADS removes the old account number completely to avoid this in the future. Paul has tried multiple times to deal with Advance and it does not appear this is getting wrapped up – can you send this to ADS to have them address the issue and follow-up with me?

Thanks

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