

Vang, Mai (CI-StPaul)

From: Chao, Diana (CI-StPaul)
Sent: Friday, August 9, 2019 1:21 PM
To: Swanson, Christopher (CI-StPaul)
Cc: Moermond, Marcia (CI-StPaul); Vang, Mai (CI-StPaul); Zimny, Joanna (CI-StPaul)
Subject: RE: LH Follow-Up from 8/8/19 - Advanced Disposal

1715 Rose Ave E – Haulers should not be rolling late fees from other quarters into the Q1 bill. I would like to reduce the pending assessment to \$110.48. I think what Lee meant to say was they do not have any record of missed pick-ups. I will leave that up to Marcia if she wants to credit any of his misses.

1757 Ames Pl – Resolved

979 Flandrau St – No payment for Q1. Assessment should stand. I called PO and left a VM explaining payment history. Gave him the option to attend CPH or pay in person/online.

From: Swanson, Christopher (CI-StPaul)
Sent: Friday, August 9, 2019 10:36 AM
To: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: FW: LH Follow-Up from 8/8/19 - Advanced Disposal

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Friday, August 9, 2019 9:47 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: LH Follow-Up from 8/8/19 - Advanced Disposal

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

Chris,
Please see Lee's updates and attachments.

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

763-295-2054

From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Friday, August 9, 2019 9:43 AM
To: grevering.sph@gmail.com
Subject: RE: LH Follow-Up from 8/8/19 - Advanced Disposal

Good Morning,

- 1715 Rose Ave E – I do have any record of missed pick up's for this address. The last record I have of him calling in is 1/24/2019 asking why he received late fees for the 9/20/2018 bill CCR explained that the bill was not paid until 12/1/2018 he said he had 3 months to pay and hung up. The invoice for 1/7/2019 was 96.08 plus three late fees of \$15.84 for this invoice and two late fees he did not pay for the 9/20/2018 invoice of \$9.60. so the tax rolled amount was $96.08 + 15.84 + 9.60 = \$121.52$. 1/7/2019 invoice attached (1/7/2019 invoice will not show the additional late fee's those show on the 4/5/19 invoice which I attached for you)
- 1757 Ames Pl – this was already updated to 35 EOW service as of 1/1/2019.
- 979 Flandrau St – 9/20/218 invoice paid 12/12/2018. 1/7/2019 was never paid. 4/5/2019 invoice paid 4/9/2019. 7/5/2019 invoice paid 7/25/2019.

Thank you have a great weekend

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

Sent: Thursday, August 8, 2019 3:51 PM

To: Lenora Johnson <lenora.johnson@advanceddisposal.com>

Subject: FW: LH Follow-Up from 8/8/19 - Advanced Disposal

Lee,
Please see 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: Thursday, August 8, 2019 3:47 PM

To: grevering.sph@gmail.com

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

Subject: LH Follow-Up from 8/8/19 - Advanced Disposal

Hello Greg,

Here are a few items we need to follow up with Advanced Disposal from the legislative hearing today.

- 1715 Rose Ave E – Two things going on with this address:
 - PO states he had 6 missed pick-ups, possibly related to snow. Can ADS check to see if there are any misses on this account during Q1? Is it possible to provide any credits for this?
 - The Q1 assessment is for \$121.52. He has a 64-g cart at the property. Can you please tell us what the extra charges on this bill are for? If you can show us the original invoice, that would be very helpful too.
- 1757 Ames Pl – Cart swap data shows that he has a 35-g EOW, not a 35-g weekly. Can you please update this in the billing system and make sure the Q4 bill is for \$60.83? (Don't change the Q3 bill).
- 979 Flandrau St – PO thinks they may have paid in March. Can ADS please provide a payment history? We want to confirm whether a payment was received during Q1 or not.

Thank you!

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