

Vang, Mai (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, October 14, 2020 1:58 PM
To: Vang, Mai (CI-StPaul)
Cc: Moermond, Marcia (CI-StPaul); Zimny, Joanna (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 979 Flandrau St Q2 2020 Assessment Inquiry

Hello Mai,

Can you add this to the file for 979 Flandrau St? This doesn't change our recommendation, which would still be to approve the assessment. It is important to note the ADS did provide a credit in the amount of \$4.97 on the account as a courtesy to the property owner.

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



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, October 14, 2020 1:42 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 979 Flandrau St Q2 2020 Assessment Inquiry

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

Clare,
Please see update below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Wednesday, October 14, 2020 1:40 PM
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: 979 Flandrau St Q2 2020 Assessment Inquiry

Yes that is correct. We did as a courtesy.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, October 14, 2020 1:38 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: 979 Flandrau St Q2 2020 Assessment Inquiry

Kim,
Please see question from the City.

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

763-295-2054

From: Pillsbury, Clare (Cl-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Wednesday, October 14, 2020 1:27 PM
To: Swanson, Christopher (Cl-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com
Subject: RE: 979 Flandrau St Q2 2020 Assessment Inquiry

Hello Kim,

One last question on this case. When you said that there was a credit on the account for the late fee, was that because the resident had made a payment for the late fee to ADS or was it added as a courtesy by ADS since the payment was sent by 5/1/2020?

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



The Most Livable
City in America



www.stpaul.gov/garbage

From: Pillsbury, Clare (CI-StPaul)
Sent: Friday, October 2, 2020 8:36 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; grevering.sph@gmail.com
Subject: RE: 979 Flandrau St Q2 2020 Assessment Inquiry

Thank you Kim!



The Most Livable
City in America

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



www.stpaul.gov/garbage

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, October 1, 2020 4:23 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 979 Flandrau St Q2 2020 Assessment Inquiry

Clare see response below

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, October 1, 2020 11:01 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 979 Flandrau St Q2 2020 Assessment Inquiry

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

Chris,
Please see update 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: Thursday, October 1, 2020 10:31 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: 979 Flandrau St Q2 2020 Assessment Inquiry

I can try to get ahold of customer service. I think we might have just 1.

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
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, September 30, 2020 3:35 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: 979 Flandrau St Q2 2020 Assessment Inquiry

Kim,
Please see request 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: Wednesday, September 30, 2020 2:47 PM

To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: 979 Flandrau St Q2 2020 Assessment Inquiry

Thank you Kim. Could you have a Spanish speaker call the property owner? I would like someone from Advanced Disposal to confirm whether the property owner would like to set up an online account for payments. It seems like this option may work better for the property owner. If you aren't able to have a Spanish speaker call, please let me know and I will try and arrange something.



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

The Most Livable
City in America



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Wednesday, September 30, 2020 1:11 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: 979 Flandrau St Q2 2020 Assessment 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

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>

Sent: Wednesday, September 30, 2020 12:28 PM

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: 979 Flandrau St Q2 2020 Assessment Inquiry

They do not have an online account set up. Invoices are being mailed to the service address.

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
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, September 30, 2020 9:16 AM
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: 979 Flandrau St Q2 2020 Assessment Inquiry

Kim,
Please see questions 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: Wednesday, September 30, 2020 8:39 AM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 979 Flandrau St Q2 2020 Assessment Inquiry

Thank you Kim. Do you know what they have set up for billing (automatic withdrawal, paperless billing, paper billing)? They claim that they either have not been receiving the original invoices or that they have been receiving them late.

Also, do they currently have a balance pending for Quarter 3 2020 as well?



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

The Most Livable
City in America



www.stpaul.gov/garbage

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, September 30, 2020 7:46 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul)

<Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: 979 Flandrau St Q2 2020 Assessment Inquiry

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

Chris,
Please see update 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: Wednesday, September 30, 2020 6:08 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: 979 Flandrau St Q2 2020 Assessment Inquiry

There is a credit on his account for the late fee. Payment posted 5/1/20.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, September 29, 2020 12:11 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: 979 Flandrau St Q2 2020 Assessment Inquiry

Kim,
Please see information and request 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: Tuesday, September 29, 2020 12:05 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 979 Flandrau St Q2 2020 Assessment Inquiry

Please forward to: ADS

Property Address & PID: 979 Flandrau St & 272922140098

Property Owner: Rosemarie Rayes Cayax

Phone Number or Email: 651-500-3447 or rosiyeduardito78@icloud.com

Pending Assessment Amount: \$4.97

Quarter Pending Assessment is For: Q2 2020

Summary of Issue:

Property owner stated that they made a payment for the Q2 2020 invoice on April 5, 2020. They wanted to know why they were charged a late fee of \$4.65 when their payment was made on time. Please provide information on the original invoice amount as well as the payment amount and date received.

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

The Most Livable
City in America



www.stpaul.gov/garbage

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.