

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Friday, January 8, 2021 9:38 AM
To: Pillsbury, Clare (CI-StPaul)
Cc: Swanson, Christopher (CI-StPaul)
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see response below.

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

763-295-2054

From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Friday, January 8, 2021 9:37 AM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Yes that is what I am thinking.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Friday, January 8, 2021 9:33 AM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see question 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: Friday, January 8, 2021 9:10 AM

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

Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. If it was on bill pay though, why didn't it just take out every three months? Was there an error with the autopay?



**SAINT PAUL
MINNESOTA**

Clare Pillsbury

Management Assistant I

Saint Paul Public Works

Pronouns: she/her/hers

Saint Paul City Hall Annex

15 W. Kellogg Blvd.

Saint Paul, MN 55102

P: 612-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

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

Sent: Friday, January 8, 2021 7:02 AM

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

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

Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint 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: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Friday, January 8, 2021 6:01 AM
To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

They must have been on bill pay at one time and it pulled 2 payments out, reason for the refund.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, January 7, 2021 2:33 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Jim,
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: Thursday, January 7, 2021 2:25 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. What happened to cause two additional charges of \$67.28? **Please review your accounts and report on whether any were impacted by this issue.**



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 12:45 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: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint 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: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, January 7, 2021 12:44 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Payment history
We refunded 1 payment of 67.28 for double payment.

Invoice Details			
Info	Trans. Date	Trans. Type	Description
0001-002	5/22/2020	Service	RESIDENTIAL CART
0001-002	5/29/2020	Service	RESIDENTIAL CART
0001-002	6/5/2020	Service	RESIDENTIAL CART
0001-002	6/12/2020	Service	RESIDENTIAL CART
0001-002	6/19/2020	Service	RESIDENTIAL CART
0001-002	6/26/2020	Service	RESIDENTIAL CART
0001-002	7/6/2020	Period	TRASH STANDARD SERVICE
0001-999	7/6/2020	Tax	MNrsWasteMgt Tax 9.75% at 9.750%
0001-999	7/6/2020	Tax	RR Cty Environmental Chg at 28.000%
	7/31/2020	Adjustment	LATE FEE
	8/3/2020	Payment	Kubra Automated
	10/2/2020	Adjustment	ST PAUL TAX ROLL

Date	Invoice	Type	Reference
1/5/2021	0000103733	Invoice	
10/22/2020	0000092721	Payment - Kubra Automated	XXXX7509
10/5/2020	0000092721	Invoice	
10/2/2020	0000081705	Adjustment - ST PAUL TAX ROLL	
8/3/2020	0000081705	Payment - Kubra Automated	XXXX7509
7/31/2020	0000081705	Adjustment - LATE FEE	
7/6/2020	0000081705	Invoice	
5/15/2020	O A	Adjustment - ON ACCOUNT APPLICATION	OAappl - 0000070698
5/15/2020	0000070698	Payment - Kubra Automated	XXXX7509
5/15/2020	0000070698	Adjustment - ON ACCOUNT APPLICATION	OAappl - O A
5/8/2020	O A	Payment - Kubra Automated	XXXX7509
4/8/2020	0000070698	Payment - Kubra Automated	XXXX7509
4/6/2020	0000070698	Invoice	
1/8/2020	0000059701	Payment - Kubra Automated	XXXX7509

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
 T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
 Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
 Sent: Wednesday, January 6, 2021 4:32 PM
 To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
 Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
 Subject: FW: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint 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: Wednesday, January 6, 2021 3:44 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1159 GALTIER STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal Services:

Property Address & PID: 1159 GALTIER STREET (PID: 252923120046)
Property Owner: MAUREEN B AVILES
Phone Number or Email: 651-353-5631;maureen_aviles@yahoo.com
Pending Assessment Amount: \$3.36
Quarter Pending Assessment is For: Q3 2020 Delinquent Garbage Bill; Service provided July-September 2020

Summary of Issue: Property owner stated that their account was on autopay until mid September 2020. They stated that Advanced Disposal would withdraw \$67.28 from their bank account every month and then issue a refund. They have called them multiple times about that issue and were apparently told to disregard it because they would only be billed every 3 months and the monthly charges wouldn't be reflected on their bill. However, this kept happening every month. **Please explain what would cause this to happen to their account.**

They are also confused as to why they received a late fee for \$3.36 when they are on autopay for the 8th of each month. They stated that they checked their online account and noticed that the payment for July 2020 was listed as "aborted." **Please explain why the payment for Q3 2020 was not withdrawn from the account. Please also provide the following information for Q1 2020 – Q4 2020:**

- Invoice and Payment History (Amounts and Dates)
- Any late fees generated for the account
- Any contact with the property owner

Thank you!



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

Recycling is a good thing. Please recycle any printed emails.