

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, September 25, 2020 1:40 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: Please Escalate Complaint for 1006 Hawthorne Ave E

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Friday, September 25, 2020 12:18 PM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Subject:** FW: Please Escalate Complaint for 1006 Hawthorne Ave E

**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](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Friday, September 25, 2020 12:16 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** RE: Please Escalate Complaint for 1006 Hawthorne Ave E

There is a credit on her account of \$4.13.

**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](mailto:kim.shannon@AdvancedDisposal.com)  
Connect with us: [AdvancedDisposal.com](http://AdvancedDisposal.com) [Facebook](#) [YouTube](#)

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Friday, September 25, 2020 11:51 AM  
**To:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>; Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>  
**Subject:** FW: Please Escalate Complaint for 1006 Hawthorne Ave E

Kim,  
Please see billing complaint below.

*Greg Revering*  
Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Friday, September 25, 2020 11:30 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** Please Escalate Complaint for 1006 Hawthorne Ave E

Please forward to Advanced Disposal:

**Property Address & PID:** 1006 HAWTHORNE AVE E (PID: 212922340178)  
**Property Owner:** FRANCES C WIATROS  
**Phone Number or Email:** 651-774-7639  
**Pending Assessment Amount:** \$4.13  
**Quarter Pending Assessment is For:** Delinquent Garbage Bill Q2 2020; Service April to June 2020

**Summary of Issue:** On August 6, 2020 the property submitted a complaint with the Solid Waste Program staff. They stated that they received a notice from the city for Q2 billing in the amount of \$4.13, which Advanced Disposal informed her was an extra bag charge. The property owner states that she has not ever had extra bags and would like Advanced Disposal to consider removing this amount due to her being a long standing customer of Advanced Disposal even prior to the garbage program. The property owner also stated that she has called Advanced Disposal multiple times regarding this issue and that a CSR stated that Advanced Disposal would be crediting the full amount of \$4.13 to the account.

Please provide proof that the property should have been charged for an extra bag from Q1 2020. Please also provide records of all invoices and payments made by the property owner from Q1 2020 – Q3 2020, as well as all history of contact with the property owner from Q1 2020 – Q3 2020.

**As this complaint was initially submitted to the hauler on 08/06/2020 and no response was received, we are requesting a response by no later than Tuesday, September 29 at 2:30 pm.**

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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