

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, January 29, 2020 12:15 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul)
Subject: RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry
Attachments: 908 York Avenue.Cart Photo.1-29-2020.pdf

Hello Lee,

Just looked at the photo that the resident sent to us of the carts. We have attached them here. Our records show that ADS delivered a cart to this address on 03/21/2019 (See below)

Date	Hauler	Address	Cart Size Removed	Cart Deliv
3/18/2019	ADS	605 SNELLING AVE N	64-gallon	35-gallon E
	ADS	605 SNELLING AVE N	64-gallon	35-gallon E
	ADS	432 PIERCE ST	64-gallon	35-gallon
	ADS	432 PIERCE ST	64-gallon	35-gallon
	ADS	1936 FERONIA AVE	96-gallon	64-gallon
	ADS	587 PELHAM BLVD	35-gallon EOW	35-gallon
	ADS	38 MISSISSIPPI RIVER BLVD N	64-gallon	35-gallon
	ADS	2150 MARSHALL AVE	64-gallon	35-gallon E
	ADS	2150 MARSHALL AVE	96-gallon	35-gallon E
3/19/2019	ADS	991 ARMSTRONG AVE	35-gallon	96-gallon
3/20/2019	ADS	1665 BUSH AVE	64-gallon	35-gallon
	ADS	1671 CASE AVE	35-gallon	64-gallon
	ADS	1465 REANEY AVE	35-gallon	
	ADS	1353 BEECH ST	64-gallon	35-gallon
3/21/2019	ADS	1256 EARL ST	35-gallon	64-gallon
	ADS	908 YORK AVE	64-gallon	96-gallon

However the attached photo is dated October 20, 2019. The cart in the photo has the same serial number as the cart that was originally delivered at the property in September 2018. Therefore we are recommending that the assessment be removed. Please contact the resident to resolve this and deliver the 94-gallon cart that was requested. Please also reduce the Q1 2020 bill to reflect service for a medium 64-gallon cart with no late fees.

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



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From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, January 29, 2020 10:28 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Thank you Lee! Can you provide documentation of cart delivery? They are pretty adamant that they never received it so it would help to provide at least evidence of a ticket for a cart delivery.



Clare Pillsbury

Management Assistant I

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From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, January 29, 2020 10:14 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, January 29, 2020 9:02 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

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

Chris,
Please see update from Lee.

Greg Revering

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

763-295-2054

From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Wednesday, January 29, 2020 8:41 AM
To: grevering.sph@gmail.com
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

We have the serial number of the cart delivered on SER# 0818460175 95 GAL on 3/21/2019. The resident was informed of this on 4/9/19 when the CCR called them back. The resident did not call back in until 7/18/19 saying his cart was missing again he was informed of the serial number for the second time. The next two call in November 2019 are asking for invoice copies no mention of the cart.

We delivered the cart as requested including tracking the serial number. The Tax rolled amount should remain as is. This is not a hauler error.

Thank you have a wonderful day

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, January 28, 2020 3:23 PM
To: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Lee,
Please see information 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, January 28, 2020 3:13 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 908 York Ave- (Q3) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

Property Address & PID: 908 York Ave (PID: 282922320068)

Property Owner: Mai Neng Vang
Phone Number or Email: vilaiphonxiong@yahoo.com
Pending Assessment Amount: \$6.36
Quarter Pending Assessment is For: Garbage Service; Jul 1 - Sep 30 2019

Summary of Issue: Resident stated that despite requesting a large 94-gallon cart in Q2 2019, they never received it. Therefore despite never having received the large 94-gallon cart, they were billed for it in Q3. Resident made a payment of \$96.08, which is the cost of a medium 64-gallon cart, since that is the size cart that they had at the property. Therefore, they were assessed the difference of \$6.36. **Please contact the resident to resolve this and deliver the 94-gallon cart that was requested.** Please also reduce the Q1 2020 bill to reflect service for a medium 64-gallon cart with no late fees. We will recommend removing the Q3 2019 and Q4 2019 due to hauler error.

Please respond by tomorrow at 10:00 am as this property is scheduled for a legislative hearing on 01/30/2020.

Thank you!



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
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Saint Paul, MN 55102

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