

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, October 6, 2020 2:24 PM
To: Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 1059 / 1063 Woodbridge 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: Tuesday, October 6, 2020 2:22 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: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

I am currently working with the customer service manager/operations to see what better way we can assure this doesn't happen. We are human and there will be mistakes.

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: Tuesday, October 6, 2020 2:05 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: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Kim,
Please see question 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: Tuesday, October 6, 2020 12:53 PM

To: Greg Revering <grevering.sph@gmail.com>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: RE: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Thanks Kim,

Sounds like we have the amount question resolved.

The bigger question is why was this resident incorrectly charged for a bulky, were other charged incorrectly, and how can we be sure this does not happen in the future. This is not the first time ADS has charged residents for their first bulky.

Chris

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

Sent: Tuesday, October 6, 2020 12:18 PM

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

Subject: Fwd: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

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Clare,

Please see update below

Sent from my iPhone

Begin forwarded message:

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

Date: October 6, 2020 at 12:11:57 PM CDT

To: Greg Revering <grevering.sph@gmail.com>, Julie Miron <Julie.Miron@advanceddisposal.com>

Subject: RE: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Yes that is correct. They were charged for the bulk by mistake.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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T: 651-768-5270 | F: 651-487-8552 | E: kim.shannon@AdvancedDisposal.com
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From: Greg Revering [<mailto:grevering.sph@gmail.com>]
Sent: Tuesday, October 6, 2020 11:33 AM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Subject: Fwd: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Kim,
Please see questions below.

Sent from my iPhone

Begin forwarded message:

From: "Pillsbury, Clare (CI-StPaul)" <Clare.Pillsbury@ci.stpaul.mn.us>
Date: October 6, 2020 at 11:26:44 AM CDT
To: grevering.sph@gmail.com, "Swanson, Christopher (CI-StPaul)" <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Thank you Kim.

So between the removal of the assessment and the credit of \$48.21, that should cover the entire cost of the bulky item correct?

By my calculations that should be around \$66.70. Please confirm this amount. Please also let us know why the account was charged incorrectly for an bulky item.

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

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 5, 2020 1:56 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: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

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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: Monday, October 5, 2020 1:49 PM
To: grevering.sph@gmail.com; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Tim Williams <Tim.Williams@advanceddisposal.com>; Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Yes please remove the assessment
The total credit that was given \$48.21 for the bulk pickup.
Q2 did not have a payment made. A payment was made 7/20/20 \$166.42. The account was on hold so no invoice was generated in Q2.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, October 5, 2020 1:37 PM
To: Kim Shannon <Kim.Shannon@advanceddisposal.com>; Julie Miron <Julie.Miron@advanceddisposal.com>
Cc: Tim Williams <Tim.Williams@advanceddisposal.com>; Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: 1059 / 1063 Woodbridge 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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, October 5, 2020 1:08 PM
To: grevering.sph@gmail.com; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Kim,

Is your question has the City already paid Advanced for Q2 2020 assessment? The answer would be yes. That said, I would prefer to remove the assessment as opposed to have ADS issue a credit. Unless I hear otherwise, I will move forward with removing this assessment.

Also, did ADS charge this resident for their first bulky item?

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, October 5, 2020 12:06 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

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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: Monday, October 5, 2020 10:52 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: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Good morning,

I also believe the \$18.49 was an error due to the bulk charge. I will need to know if this amount was already paid to us so I can further proceed with the credit.

As far as phone conversations there was one on 8/10/20 in which that is when PO paid the \$2.41.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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

Sent: Monday, October 5, 2020 9:59 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: 1059 / 1063 Woodbridge 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: Monday, October 5, 2020 9:47 AM

To: grevering.sph@gmail.com

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

Subject: RE: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Hello Kim! I noticed that you were out on Friday so welcome back! I hope that you had a good weekend.

Is it possible for me to get a response to the inquiry by today at 3:00 PM? I have to have to have a recommendation entered for this property by the end of the day as the legislative hearing for this property is this week.

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



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From: Pillsbury, Clare (CI-StPaul)

Sent: Thursday, October 1, 2020 4:37 PM

To: grevering.sph@gmail.com

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

Subject: 1059 / 1063 Woodbridge Q2 2020 Assessment Inquiry

Please forward to: ADS

Property Address & PID: 1059 / 1063 Woodbridge & 252923140022

Property Owner: Roger Strohbeen

Phone Number or Email: 651-303-3023 or Unknown

Pending Assessment Amount: \$18.49

Quarter Pending Assessment is For: Q2 2020

Summary of Issue:

Property Owner states that he called Advanced Disposal in June when he received the initial notice of nonpayment from Advanced Disposal. Apparently, the CSR he spoke to told him he only owed around \$2.00 to the account. The property owner states that he paid the \$2.00 to Advanced Disposal in June 2020. However, when the property owner the Notice of Ratification and Public Hearing in September 2020, they noticed that the assessment was for \$18.49. When they called Advanced Disposal, the customer service representative that he spoke to stated that the \$18.49 was an error due to Advanced Disposal charging for a bulky pick up. Why was the property old given the wrong amount by the CSR the first time they called? **Please break down the Q2 2020 assessment amount and provide a record of the Q2 2020 invoice and any payments made by the property owner. We are also requesting that Advanced Disposal send a history of contact with the property owner from Q2 2020 – Present.**

Thank you!

Clare Pillsbury



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Management Assistant I

Saint Paul Public Works
800 City Hall Annex, 25 West 4th Street
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Clare.Pillsbury@ci.stpaul.mn.us



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