

## Pillsbury, Clare (CI-StPaul)

---

**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Thursday, December 3, 2020 11:40 AM  
**To:** grevering.sph@gmail.com  
**Cc:** Pillsbury, Clare (CI-StPaul)  
**Subject:** RE: Advanced Disposal - St. Paul Customer Service / Operations Complaints

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

Thanks Kim,

We will have the late fee removed.

cs

---

**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Thursday, December 3, 2020 11:37 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: Advanced Disposal - St. Paul Customer Service / Operations Complaints

**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

---

**From:** Kim Shannon <[Kim.Shannon@advanceddisposal.com](mailto:Kim.Shannon@advanceddisposal.com)>  
**Sent:** Thursday, December 3, 2020 11:26 AM  
**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: Advanced Disposal - St. Paul Customer Service / Operations Complaints

I reached out to Joshua and let him know he needed to change auto date. Please take the 3.36 off tax roll. I will enter a credit.

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

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Tuesday, December 1, 2020 4:09 PM  
**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: Advanced Disposal - St. Paul Customer Service / Operations Complaints

Kim,  
 Please see billing issues below.

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

763-295-2054

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, December 1, 2020 4:07 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Subject:** FW: Advanced Disposal - St. Paul Customer Service / Operations Complaints

**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>  
**Sent:** Tuesday, December 1, 2020 4:02 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** Advanced Disposal - St. Paul Customer Service / Operations Complaints

Date	Property	Caller	Caller Contact	Issue Type	Complaint
12/1/2020	1587 6th Street E	Lloyd Charles	763-325-7675	Billing Error/Issue (NOT Non-Payment);Incorrect information given by a hauler CSR;Second Request for Response	Caller is the new P service in his name account for this pr property owners v P/O of the status o
12/1/2020	2093 Roblyn	Joshua Layfield	410-726-7233	Billing Error/Issue (NOT Non-Payment)	Resident received why they have thi contact the reside

**Alisha Black**



The Most Livable  
City in America

***Office Assistant III***

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

**P:** 651-266-5692

**F:** 651-266-6222

[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)



[www.stpaul.gov/garbage](http://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.