

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, January 12, 2021 2:50 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: RE: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

Yup, that is correct!

cs

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, January 12, 2021 2:42 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

One additional question. I think that it would be safe to say that the late fee adjustments were just indicating that late fees were being added, correct? The ADS billing records just look a little odd so I thought maybe you could help make sense of them.



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: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, January 12, 2021 1:20 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Hello Kim,

If possible, please respond to this email **by 4:00 PM today**. There is an upcoming hearing for this property and we need to get this issue setting by tomorrow morning.

Thank you!



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From: Pillsbury, Clare (CI-StPaul)

Sent: Monday, January 11, 2021 10:37 AM

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

Subject: RE: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. Was this account set to automatic payments? Also please explain what the following adjustments were for:

07/06/2020: \$0.57

07/31/2020: \$4.64

08/31/2020: \$4.64

08/31/2020: \$4.64

It seems odd that Advanced would remove late fees if, as you stated, there was no attempted/actual payment.



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Clare.Pillsbury@ci.stpaul.mn.us

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 7:24 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: 1110 WOODBRIDGE 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: Monday, January 11, 2021 7:05 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: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

There are no notes of resident reaching out to customer service. Below is payment history.

10/6/2020	0000092603	Payment - Kubra Automated
10/5/2020	0000092603	Invoice
10/2/2020	0000081585	Adjustment - ST PAUL TAX ROLL
9/30/2020	0000081585	Adjustment - LATE FEE
8/31/2020	0000081585	Adjustment - LATE FEE
7/31/2020	0000081585	Adjustment - LATE FEE
7/6/2020	O A	Adjustment - ON ACCOUNT APPLICAT
7/6/2020	0000081585	Invoice
7/6/2020	0000081585	Adjustment - ON ACCOUNT APPLICAT
4/13/2020	O A	Payment - Kubra Automated
4/13/2020	0000070578	Payment - Kubra Automated
4/6/2020	0000070578	Invoice

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103

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

Sent: Friday, January 8, 2021 3:41 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: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint 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: Friday, January 8, 2021 3:02 PM

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

Subject: RE: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Hello Kim,

Just following up. **Can you send me the following information for Q2 2020 – Q4 2020:**

- Invoice and payment history
- Contact with the property owner

Please send me this information by Monday at 10:00 AM as there is a legislative hearing for this property this coming week.

Thank you!



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From: Pillsbury, Clare (CI-StPaul)
Sent: Thursday, January 7, 2021 12:29 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Meaning, that they made payments for all the invoices generated since the start of the program.



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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 7:42 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

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Clare,
Please see update from Kim.

Greg Revering
Chief Manager
St. Paul Haulers LLC.
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From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, January 7, 2021 7:29 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: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

They are all paid up to date?

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



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Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, January 6, 2021 4:31 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: 1110 WOODBRIDGE 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 3:48 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1110 WOODBRIDGE STREET - (Q3 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal Services:

Property Address & PID: 1110 WOODBRIDGE STREET (PID: 252923110105)
Property Owner: KEITH EKLUND
Phone Number or Email: 651-726-4697; rachele_55117@yahoo.com
Pending Assessment Amount: \$113.68
Quarter Pending Assessment is For: Q3 2020 Delinquent Garbage Bill; Service provided July-September 2020

Summary of Issue: Property owner stated that they had paid their Q3 2020 invoice. They believe that they are up to date on all of their payments. **Please provide the following information for Q2 2020 – Q4 2020:**

- Invoice and payment history
- Contact with the property owner

Thank you!



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