

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 21, 2020 9:27 AM
To: Swanson, Christopher (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: 1028 LAWSON AVENUE EAST - (Q1 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
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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: Tuesday, July 21, 2020 9:05 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: 1028 LAWSON AVENUE EAST - (Q1 2020) Assessment Error/Complaint Inquiry

Payment for Q1 didn't post until 2/3/20 that is the reason for the late fee.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 20, 2020 1:16 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: 1028 LAWSON AVENUE EAST - (Q1 2020) Assessment Error/Complaint Inquiry

Kim,
Please see information and request below.

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

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, July 20, 2020 12:51 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1028 LAWSON AVENUE EAST - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

Property Address & PID: 1028 LAWSON AVENUE EAST (PID: 282922240059)
Property Owner: SALIM NTAMBWE
Phone Number or Email: 651-276-0269
Pending Assessment Amount: \$4.65
Quarter Pending Assessment is For: Garbage Service Late Fee 1 month, Medium Week Cart Service; Jan-March 2020

Summary of Issue: Resident stated that they did send a check for the garbage. They stated that when they called Advanced Disposal the customer service representative told them that the bills arrived on the due date (01/25/2020) and since they had to enter the information on the computer, so they considered the payment late. Please provide the invoice, payment and contact history with the property owner for this account from Q1 2020 – Q2 2020.

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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www.stpaul.gov/garbage

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