

## Clare Pillsbury

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**From:** grevering.sph@gmail.com  
**Sent:** Thursday, March 9, 2023 3:36 PM  
**To:** Support (Zendesk)  
**Cc:** Sarah Haas; Clare Pillsbury  
**Subject:** FW: FW: Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

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

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

Please see Highland update.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Highland Sanitation <info@highlandsanitation.com>  
**Sent:** Thursday, March 9, 2023 3:17 PM  
**To:** grevering.sph@gmail.com  
**Subject:** RE: FW: Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

One 96 gallon cart  
Two 64 gallon carts

*Sincerely,*

*Susan Stewart*

Highland Sanitation & Recycling Inc.

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]  
**Sent:** Thursday, March 09, 2023 1:19 PM  
**To:** [info@highlandsanitation.com](mailto:info@highlandsanitation.com)  
**Subject:** FW: FW: Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

Sue,  
Please see container size verification on property.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Thursday, March 9, 2023 12:55 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

Thank you Sue! Can you verify what are the sizes of the carts at the property?

Best,

Clare Pillsbury

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Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Sun, March 5 at 8:05, Consortium wrote:

Please see Highland update.

**Greg Revering**

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Highland Sanitation <[info@highland sanitation.com](mailto:info@highland sanitation.com)>  
**Sent:** Friday, March 3, 2023 4:00 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Subject:** RE: Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

As I explained to Mr. Sand, I can update the current invoice but the other invoices are closed. An RDU has up to 30 days from the date of the invoice to dispute the invoice.

Sincerely,

Susan Stewart

Highland Sanitation & Recycling Inc.

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

**Sent:** Friday, March 03, 2023 3:40 PM

**To:** [info@highlandsanitation.com](mailto:info@highlandsanitation.com)

**Subject:** FW: Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

Sue,

Please see billing question.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Sarah (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Friday, March 3, 2023 3:23 PM  
**To:** Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Billing Question 1932 Ashland Ave, Saint Paul, Minnesota, 55104 - Highland Sanitation

Hi Greg,

We've received an Inquiry for 1932 Ashland Ave, Saint Paul, Minnesota, 55104. Please forward to Highland Sanitation for their input.

**Caller Name:** John Sand

**Property Address:** 1932 Ashland Ave, Saint Paul, Minnesota, 55104

**Phone:** +15072547348

**Email:** [john.ervin.thomas@gmail.com](mailto:john.ervin.thomas@gmail.com)

**Hauler:** Highland Sanitation

**Date of Missed Collection (if applicable):**

**Did the Customer Contact the Hauler before the City?** Yes

**Ticket Comments:**

From: **John Ervin Thomas**

Date: Fri, Mar 3, 2023 at 10:12 am

Hi Team,

Hope your March is starting off well (and spring comes quick!). I am the owner of a 3 unit owner-occupied multi-family in St Paul. I recently discovered that since starting with Highland Sanitation a few years ago, I've been charged for four canisters instead of three. When I raised this with my provider, Highland Sanitation, I was offered a credit only for the current invoice, not for the past several years. When following up, I did not receive a response. I've attached the email here.

I'd appreciate any help here. I have paid hundreds of dollars over what should've been billed to me and would like a credit issued to cover. I understand clerical errors happen, I'd just like a speedy resolution. Thank you!

Best,

John Sand