

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**To:** [Swanson, Christopher \(CI-StPaul\)](#)  
**Cc:** [nicole.r.franklin@outlook.com](mailto:nicole.r.franklin@outlook.com)  
**Subject:** FW: 1935 Carroll Ave Assessment and Billing Question  
**Date:** Wednesday, May 8, 2019 10:50:16 AM  
**Attachments:** [image002.png](#)

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Chris,

Please see ADS' response below.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

**From:** Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>  
**Sent:** Wednesday, May 8, 2019 10:27 AM  
**To:** Nicole Franklin  
**Cc:** Jim Smith  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Chris,

1935 Carroll Ave please see below

Total billed for the first three quarters was \$375.31

The total credit given for the first three quarters where (\$268.83) **RDU was given too much credit.**

Total billed after credits was only \$106.48 and it should have been \$182.49 of which RDU has only paid \$60.83 on the 1/7/2019 bill.

I will correct the account for the 4/5/2019 billing the customer will owe ADS \$60.83 (his invoice currently shows he has a credit which is not correct)

I hope this helps

Thank you

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**From:** Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]  
**Sent:** Tuesday, May 7, 2019 2:42 PM  
**To:** Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>  
**Subject:** Re: 1935 Carroll Ave Assessment and Billing Question

Lee,

Could you provide responses to Chris' questions:

"Can you tell what credits were applied? I think there should have been credits for the EOW cart that was delivered to the property and for the unoccupied dwelling unit that was set up on 11/19.

Does the credits applied to his property reflect these changes?"

[Nicole Franklin](#)  
St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

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**From:** Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>

**Sent:** Tuesday, May 7, 2019 2:40 PM

**To:** Nicole Franklin

**Cc:** Jim Smith

**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Tell Chris thank you at least now when she calls me back I know what is going on.

---

**From:** Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]

**Sent:** Tuesday, May 7, 2019 2:38 PM

**To:** Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Melissa Bachhuber

<[melissa.bachhuber@advanceddisposal.com](mailto:melissa.bachhuber@advanceddisposal.com)>; Lenora Johnson

<[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>

**Subject:** Fw: 1935 Carroll Ave Assessment and Billing Question

Good afternoon,

Please see the city's email below and provide the requested information.

Thanks,

[Nicole Franklin](#)  
St. Paul Haulers LLC.

612-298-2990

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, May 7, 2019 2:26 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** FW: 1935 Carroll Ave Assessment and Billing Question

Hi ADS,

1935 Carroll Ave is scheduled for a legislative hearing this coming Thursday.

"I am living by myself in a side-by-side duplex where half of the house has been "unoccupied" for over three years and will remain unoccupied for at least another year, maybe longer. The "garbage cart size" card I returned to the City of Saint Paul before June 1st, 2018 was ignored. On it I had selected "one" small cart for my property. The "Unoccupied Dwelling Registration Form" I completed in November of 2018 has also been ignored. After two medium dumpsters were placed on my property I promptly contacted Ramsey County to inform them of the mistake and asked them to downsize my property to the "one cart" I selected. This request was answered only with me being told there was nothing that could be done. I was sent on a runaround lasting several months, and while late charges were being added to my bill, the haulers on my street weren't even picking up my garbage on a regular basis."

Can you tell what credits were applied? I think there should have been credits for the EOW cart that was delivered to the property and for the unoccupied dwelling unit that was set up on 11/19. Does the credits applied to his property reflect these changes?

Thanks

Chris

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**From:** Franklin, Romack [<mailto:RFranklin3@republicservices.com>]  
**Sent:** Tuesday, April 2, 2019 3:22 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Greg Revering <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** FW: 1935 Carroll Ave Assessment and Billing Question

Chris,

Please see ADS' update below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

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**From:** Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Sent:** Tuesday, April 2, 2019 2:38 PM  
**To:** Jim Smith  
**Cc:** Nicole Franklin; Tim Williams; Lenora Johnson; Melissa Bachhuber  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

I spoke with the customer and he is aware that that the first invoice went to tax roll. The credits are for his January invoice.

**Julie Miron** | Office Manager



309 Como Avenue | St. Paul | MN 55103  
T: 651.287.5280 | M: 612.232.9161 | E: [Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)  
Connect with us: [AdvancedDisposal.com](http://AdvancedDisposal.com) [Facebook](#) [Youtube](#)

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**From:** Jim Smith  
**Sent:** Tuesday, April 2, 2019 1:10 PM  
**To:** Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Cc:** Nicole Franklin <[nicole.r.franklin@outlook.com](mailto:nicole.r.franklin@outlook.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>; Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>; Melissa Bachhuber <[melissa.bachhuber@advanceddisposal.com](mailto:melissa.bachhuber@advanceddisposal.com)>

**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Julie, is there an update to the below?

**Jim Smith**  
**Market Area Manager – Minnesota/Western WI**



309 Como Avenue St. Paul, MN 55103

T: (651)287-5290 C: 303-419-0461 E: [Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)

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

***"Every Day, Driven to Deliver Service First, Safety Always"***

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**From:** Nicole Franklin <[nicole.r.franklin@outlook.com](mailto:nicole.r.franklin@outlook.com)>

**Sent:** Tuesday, April 2, 2019 1:02 PM

**To:** Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>; Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Melissa Bachhuber <[melissa.bachhuber@advanceddisposal.com](mailto:melissa.bachhuber@advanceddisposal.com)>; Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>

**Subject:** Fw: 1935 Carroll Ave Assessment and Billing Question

Hello,

Please see the city's email below and provide the requested information.

Thanks,

Nicole Franklin

St. Paul Haulers LLC.

612-298-2990

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**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]

**Sent:** Tuesday, April 02, 2019 9:52 AM

**To:** Franklin, Romack

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

**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Note that ([Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)) is an external email. Report suspicious emails by clicking on "Report Phishing", or forward to "[infosec.phishing@republicservices.com](mailto:infosec.phishing@republicservices.com)"

Hi Romack,

I still have heard nothing back from ADS on this issue. Can you have them provide me some

background on whats going on and if we need to do anything to address this issue?

Chris

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Friday, March 22, 2019 12:52 PM  
**To:** Franklin, Romack <[RFranklin3@republicservices.com](mailto:RFranklin3@republicservices.com)>  
**Cc:** Chao, Diana (CI-StPaul) <[Diana.Chao@ci.stpaul.mn.us](mailto:Diana.Chao@ci.stpaul.mn.us)>  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Any word on this? If we are to make any adjustments on our tax assessment list we need to know now.

I also CC'ed Diana on this in case she has some follow up next week.

Thanks!

chris

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**From:** Franklin, Romack [<mailto:RFranklin3@republicservices.com>]  
**Sent:** Tuesday, March 19, 2019 12:09 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1935 Carroll Ave Assessment and Billing Question

Chris,

Please see below.

Romack Franklin  
Municipal Services Manager  
Greater St. Paul Area

4325 E. 66<sup>th</sup> Street  
Inver Grove Heights, MN 55076  
e [rfranklin3@republicservices.com](mailto:rfranklin3@republicservices.com)  
o 651-286-4575 c 612-300-7497  
w [www.republicservices.com](http://www.republicservices.com)



We'll handle it from here.™

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**From:** Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>  
**Sent:** Tuesday, March 19, 2019 12:05 PM

**To:** Nicole Franklin; Jim Smith  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

I left a message for the customer to call me back to discuss his account. We verified that there is one EOW container on site. Nothing was paid on the first invoice that was sent to tax roll. There was a payment made on 2/12/19 that went towards the 2<sup>nd</sup> invoice. We are working on adjustments for changing to EOW service and will complete before billing.

**Julie Miron** | Office Manager



309 Como Avenue | St. Paul | MN 55103  
T: 651.287.5280 | M: 612.232.9161 | E: [Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)  
Connect with us: [AdvancedDisposal.com](http://AdvancedDisposal.com) [Facebook](#) [Youtube](#)



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**From:** Nicole Franklin [<mailto:nicole.r.franklin@outlook.com>]  
**Sent:** Tuesday, March 19, 2019 11:49 AM  
**To:** Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>; Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>  
**Subject:** Re: 1935 Carroll Ave Assessment and Billing Question

Hi Julie,

Is there any further update on this?

Nicole Franklin  
St. Paul Haulers LLC.

612-298-2990

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**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]  
**Sent:** Tuesday, March 19, 2019 10:18 AM  
**To:** Franklin, Romack  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Note that ([Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)) is an external email. Report suspicious emails by clicking on "Report Phishing"

Hi Romack,

I think ADS was supposed to get back to me on this one. Can you ask if there is a resolution? Thanks

Chris

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Thursday, March 14, 2019 5:37 PM  
**To:** 'Bob Stewart' <[bob.stewart@highlandsanitation.com](mailto:bob.stewart@highlandsanitation.com)>  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Thanks

cs

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**From:** Bob Stewart [<mailto:bob.stewart@highlandsanitation.com>]  
**Sent:** Wednesday, March 13, 2019 6:04 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1935 Carroll Ave Assessment and Billing Question

Please see response from ADS. Response in red.

**Bobby Stewart**  
Head of Operations & Customer Relations  
651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

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**From:** Julie Miron [<mailto:Julie.Miron@advanceddisposal.com>]  
**Sent:** Wednesday, March 13, 2019 3:44 PM  
**To:** Bob Stewart  
**Cc:** Jim Smith  
**Subject:** RE: 1935 Carroll Ave Assessment and Billing Question

Please see below

**Julie Miron** | Office Manager



309 Como Avenue | St. Paul | MN 55103  
T: 651.287.5280 | M: 612.232.9161 | E: [Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)  
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**From:** Bob Stewart [<mailto:bob.stewart@highlandsanitation.com>]



**Sent:** Tuesday, March 12, 2019 12:25 PM

**To:** Julie Miron <[Julie.Miron@advanceddisposal.com](mailto:Julie.Miron@advanceddisposal.com)>; Jim Smith <[Jim.Smith@advanceddisposal.com](mailto:Jim.Smith@advanceddisposal.com)>; Lenora Johnson <[lenora.johnson@advanceddisposal.com](mailto:lenora.johnson@advanceddisposal.com)>; Tim Williams <[Tim.Williams@advanceddisposal.com](mailto:Tim.Williams@advanceddisposal.com)>

**Subject:** FW: 1935 Carroll Ave Assessment and Billing Question

Please see email from the City.

**Bobby Stewart**

Head of Operations & Customer Relations

651.437.0001 [www.highlandsanitation.com](http://www.highlandsanitation.com)

---

**From:** Swanson, Christopher (CI-StPaul) [<mailto:Christopher.Swanson@ci.stpaul.mn.us>]

**Sent:** Tuesday, March 12, 2019 12:07 PM

**To:** Bob Stewart

**Cc:** Franklin, Romack

**Subject:** 1935 Carroll Ave Assessment and Billing Question

Hi Bobby and Romack,

Can you have ADS review this account and provide some direction to me? I know we normally use the complaint form but this account seems so off that it did not work as a normal complaint. Here is what the resident sent me. **I have added some city comments in purple.**

I am living by myself in a side-by-side duplex where half of the house has been “unoccupied” for over three years and will remain unoccupied for at least another year, maybe longer. **Had one of the units set up a vacant unit. 11/19: Remove service for 1 64-g, cart still physically at property. I have asked our Route Supervisor to check it out and pick up the extra 64 gal. container**

\* The “Unoccupied Dwelling Registration Form” I completed in November of 2018 has also been ignored. **11/19: Remove service for 1 64-g, cart still physically at property. This should have been entered.**

\* After two medium dumpsters were placed on my property I promptly contacted Ramsey County to inform them of the mistake and asked them to downsize my property to the “one cart” I selected. This request was answered only with me being told there was nothing that could be done. I was sent on a runaround lasting several months, and while late charges were being added to my bill, the haulers on my street weren't even picking up my garbage on a regular basis. **Do you know why the trash was not being collected? I have no record of missed collection at this property nor did I hear anything from the resident about this. He also said that he is continuing to have pickup issues and that ADS told him that this week was the collection week for EOW accounts. This is an off week for the EOW accounts. Is this what ADS told the resident? – Customer was putting trash out on the incorrect week. I will reach out to make sure the customer knows which week to put trash out.**

\*I have many messages from them on my phone with apologies for their missed pickups. **Any record of these calls? There were several calls for missed pick-ups because customer was putting trash out on incorrect week.**

\* Changes to my garbage cart service have happened only when I by chance met a friendly garbage pickup man from Advanced Disposal and convinced him to take the extra cart away. **He states the "friendly garbage man" took away the 65 gallon carts and dropped off a EOW purple lidded cart in November. Do you have a record of this switch or the removal of the carts? – Service was incorrectly changed from medium to every week service small container. The correction was made in the system to EOW service.**

\* In phone calls I've made to my garbage hauler I was told that they cannot change anything unless the City of Saint Paul tells them to change it. Well, Advanced Disposal has not been on the same page as the City. Advanced Disposal phone-support personnel have only told me that this full bill was going to be added to my property taxes and they even threatened that my "credit rating" would be affected. **Should not be threatening that this will hurt his credit. We will follow up with customer service.**

\* I request that you change my garbage collection billing to the correct amount and I will then promptly pay it. I feel responsible for and am willing to pay for the garbage services my house matches which are \$60.83 for the last quarter of 2018 and continuing quarterly payments of \$60.83 in 2019. **He believes that he is being overbilled as he now has an purple lidded EOW cart and just received a new bill for over \$200. He also disputes the assessment charge of \$220.99. What do you want me to do with the bill and the assessment. I really don't have any notes on the account and it seems like ADS has greatly reduced his service. We are in the process of reviewing the billing for the account and will follow up with customer prior to the Friday deadline.**

Do you have any info on this account? I am somewhat at a loss for what is going on at this property.

Chris

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