

Chao, Diana (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, July 31, 2019 9:53 AM
To: Chao, Diana (CI-StPaul)
Subject: FW: 441 Ruth St - 8/8 LH - Highland Sanitation

Follow Up Flag: Follow up
Flag Status: Flagged

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Tuesday, July 30, 2019 5:44 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 441 Ruth St - 8/8 LH - Highland Sanitation

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

Chris,
Please see Highland's update below.

Greg Revering

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

763-295-2054

From: Highland Sanitation <info@highlandsanitation.com>
Sent: Tuesday, July 30, 2019 5:04 PM
To: grevering.sph@gmail.com
Subject: RE: 441 Ruth St - 8/8 LH - Highland Sanitation

On January 25, 2019, we received a request to have the 35 gallon weekly carts delivered and the 64 gallon carts removed. We swapped the carts out as she requested on Thursday, July 31, 2019.

When Vickie called to have the swap out, she also wanted a new bill. We explained to her that she still had to pay the bill she received on January 5, 2019 and that the adjustment would show up on her next invoice. Vickie did her own calculating and sent in that amount. The balance was turned in to the City for collection. The adjustment showed up on the next invoice. Vickie paid that invoice in full.

The pending assessment amount is correct.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 29, 2019 9:27 AM
To: 'Highland Sanitation'
Subject: FW: 441 Ruth St - 8/8 LH - Highland Sanitation

Please see City request below.

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

763-295-2054

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, July 29, 2019 8:53 AM
To: grevering.sph@gmail.com
Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: FW: 441 Ruth St - 8/8 LH - Highland Sanitation

From: Chao, Diana (CI-StPaul)
Sent: Monday, July 29, 2019 8:40 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 441 Ruth St - 8/8 LH - Highland Sanitation

Hi Greg,

We need more info from Highland on this address. The pending assessment for Q1 2019 is for \$36.79. The stated reason for appeal is: "The size of dispensers will not available on Jan 1 to the hauler. Hence I was still charged for larger containers."

What info does Highland have about the cart size change?

- When did PO make the request?
- When were carts changed?
- Was the PO supposed to pay the Q1 bill and receive a credit to accommodate the size change for Q2?
- Is the pending assessment amount correct?

Thanks!

Diana Chao
Solid Waste Programs Specialist
Saint Paul Public Works
25 West 4th Street
1500 City Hall Annex
Saint Paul, MN 55102
P: 651-266-6216

diana.chao@ci.stpaul.mn.us



The Most Livable
City in America

