

Vang, Mai (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Thursday, August 22, 2019 8:54 AM
To: Chao, Diana (CI-StPaul); Moermond, Marcia (CI-StPaul); Vang, Mai (CI-StPaul); Zimny, Joanna (CI-StPaul)
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

Great summary Diana!

My Apologies team! I must have been out of the room when this was discussed! I will check in with the resident on this.

Chris

From: Chao, Diana (CI-StPaul)
Sent: Wednesday, August 21, 2019 3:35 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

Chris—You may have missed this, but we discussed the case during the 8/8 LH.

Because ADS sent him the form and he never sent back the completed form, this is what Marcia recommended:

Reduce from \$166.99 to \$91.25. She is giving him 25% off of what the bill would have been for 2 35-g EOW as a courtesy since he did not return the form.

She is not changing the Q2 bill. He can argue this further during his LH if he wants.

This is what I said when I called and left him a voicemail. I think we need to confirm which solution is correct. I think we should follow what Marcia recommended during the LH. I don't think we should go back on what I told him.

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, August 21, 2019 9:44 AM
To: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>; Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

Hi Team!

Howard R Merrill called again about 1080 Mackubin.
651-646-6017

We said that we would adjust the \$121.66 and that we would remove the Q2 assessment if he did not have a credit. I think that is the right approach.

Can we call him back and tell him that we have adjusted his Q1 bill to \$121.66 and that the Q2 has been removed

Chris

From: Chao, Diana (CI-StPaul)
Sent: Monday, August 5, 2019 11:27 AM
To: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

Hi Marcia,

I don't think we got a response from you on these two addresses. Mr. Merrill from 1080 Mackubin has just called in wanting to know what is happening with his assessments.

My notes from the 7/18 hearing say that if there is no Q3 credit, to delete Q1 and Q2 assessments. Do you want to go this route for him?

Also, what should we do about 1364 7th St E?

Diana

From: Chao, Diana (CI-StPaul)
Sent: Wednesday, July 24, 2019 9:33 AM
To: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>; Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: LH Follow-Up from 7/18/2019 - Advanced Disposal

Hello Marcia,

Please see the follow-up from Advanced Disposal regarding 1080 Mackubin St and 1364 7th St E.

1080 Mackubin: It sounds like he is not owed a credit for the cart swap. Additionally, he did not fill out the service hold form. During the LH, we said that if he doesn't have a credit for Q3, we would delete the assessment. What do we want to do about the Q1 and Q2 assessments?

1364 7th St E: This one was probably a confusion due to the start of the program and having no mechanism for properly processing the temporary service hold. We deleted Q1 during the hearing. They paid for Q4 and Q2 already. Chris and I were thinking to advise for them not to pay the Q3 bill and we can eat the cost so they are given the "credit" for two quarters. We're not sure if this is the right path. What would you recommend for the situation?

Thanks,
Diana

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, July 22, 2019 4:56 PM
To: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>
Subject: FW: LH Follow-Up from 7/18/2019 - Advanced Disposal

Hmmh, lets discuss what we feel should be the next steps tomorrow.

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 22, 2019 1:55 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: LH Follow-Up from 7/18/2019 - Advanced Disposal

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

Chris,
Please see Lee's update below.

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

763-295-2054

From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Monday, July 22, 2019 1:41 PM
To: grevering.sph@gmail.com
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

Yes they did pay us for Q4 2018 \$96.08,

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 22, 2019 12:52 PM
To: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Subject: FW: LH Follow-Up from 7/18/2019 - Advanced Disposal

Lee,
Please see city update 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 22, 2019 12:44 PM
To: grevering.sph@gmail.com
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

Hi Lee,

1364 7th St – They did not state that they filled out the paper work. What they told us was that they called into ADS in October and was told they were set up for a vacancy moving forward. This may have been before there was a good understanding of the service hold process. Did the PO pay for the Q4 bill?

The city removed the fees for Q1 2019 (still pay ADS) as there seemed to be some confusion during the rollout time. We are trying to figure out what should occur for Q3 2019 if there was no service for Q4 2019.

Chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 22, 2019 12:25 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: LH Follow-Up from 7/18/2019 - Advanced Disposal

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Chris,
Please see Lee's update below.

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

763-295-2054

From: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Sent: Monday, July 22, 2019 12:19 PM
To: grevering.sph@gmail.com
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: RE: LH Follow-Up from 7/18/2019 - Advanced Disposal

1080 Mackubin St – The Service hold form was mailed to customer on 12/13/2018 we never received a completed service hold form back, he has been billed for both units the entire time. I would have called him had I received the form.

He swapped out a 65 gal cart for a 35 EOW cart as of 1/1/2019 so there was no credit needed. The old 65 gal service stopped billing 12/31/2019 new 35 gal EOW service started billing 1/1/2019.

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, July 18, 2019 2:47 PM
To: Lenora Johnson <lenora.johnson@advanceddisposal.com>
Cc: Jim Smith <Jim.Smith@advanceddisposal.com>
Subject: FW: LH Follow-Up from 7/18/2019 - Advanced Disposal

Lee,
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: Thursday, July 18, 2019 2:15 PM

To: grevering.sph@gmail.com

Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>

Subject: LH Follow-Up from 7/18/2019 - Advanced Disposal

Hello Greg,

Here are a few items we need to follow up with Advanced Disposal on from the legislative hearing today.

- 1080 Mackubin St – This one is a little bit complicated – there’s 2 things going on here. **Please let me know if the PO has been properly credited for the difference in cart size and for the service hold.**
 1. PO states that he requested a service hold for both units in December 2018 for 1/1/19 – 5/1/19. Although he did not receive confirmation regarding the hold, he states that no garbage was collected during this time. It looks like there is a pending assessment of \$166.99 for Q1 2019 and \$139.90 for Q2 2019. Do you have record of this service hold? Was garbage service provided during these 2 quarters? Is there a credit on the Q3 2019 bill for the service hold?
 2. PO had 1 64-g removed and 1 35-g EOW delivered some time during Q1 2019 (he doesn’t know when). Is there record of when this was swapped and was he properly credited for the difference in cart size?
- 1364 7th St E – PO had a service hold for October 2018 through March 2019. Paid hauler on 4/26 for Q2 2019. Q1 2019 bill was removed during the hearing today. **Did PO make a payment for Q4 2018? If they did, please make sure there is a credit to remove Q3 2019 bill. If they did not make a payment for Q4 2018, then they have been properly credited for the service hold and we will tell PO to pay Q3 2019 bill in full.**

Thank you!

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