

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, July 7, 2020 9:05 AM
To: Pillsbury, Clare (CI-StPaul); Swanson, Christopher (CI-StPaul)
Subject: FW: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

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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 7, 2020 6:44 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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

It was a courtesy.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 6, 2020 3:17 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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Kim,
Please see additional questions below.

Greg Revering

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, July 6, 2020 3:11 PM

To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: RE: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Thanks Kim. All that information is really helpful. Do you know why the late fee of \$4.65 was credited to the account? Was this a courtesy to the resident or was this based on the vacation hold that they had applied for?

Also, did the resident receive a credit for the period of 02/05/2020 – 03/31/2020 during which they had a vacation hold?

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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From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Monday, July 6, 2020 1:25 PM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

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

Clare,

Please see update information 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: Monday, July 6, 2020 1:17 PM

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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Clare I am not sure what other information I can give other than what I already have. These were the notes that were on account when I was not doing the city of St Paul. Lee put in notes 12/10/18 service decrease and dated it back to 10/24/18.

All notes on account as follows,
10/8/18 customer called letting us know they were delivered the wrong size container.
10/9/18 called and made payment.
1/8/20 ccr emailed resident a vacation hold form.
1/20/20 customer called stating he sent in vacation hold form, we never received it.
2/3/20 resident called about vacation hold. Lee has notes she contacted the resident.
2/4/20 resident called to see if there was a fax # he could sent the vacation hold form to ccr stated there was not but he could send it via email.
2/5/20 account was placed on vacation hold.

The credit for \$55.18 was given on Q1 invoice 1/7/19 for the difference in size containers.
The credit for \$4.65 was for a late fee Q1 2020 assessment.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Monday, July 6, 2020 12:42 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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Kim,
Please see clarifying question below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, July 6, 2020 12:05 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Kim. It seems as though the date you gave us for when the 64-gal cart was delivered to replace the 94-gal cart (10/24/18) does not match up with any of the other dates provided. Why would the credit amount of \$55.18 not have been added to the account until Quarter 1 2020? **Please provide an update date, if necessary.** Also you stated that there was a credit of \$4.65 added to the account on 04/27/2020. **Was this for the Quarter 1 2020 late fee assessment?**

I also need to know when the 94-gallon cart was delivered to the property address. Please provide this information by 4:30 PM today if possible as there is a legislative hearing for this property this week

Thank you.



Clare Pillsbury

Management Assistant I

Saint Paul Public Works
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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, July 2, 2020 3:04 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

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Clare,
Please see update below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, July 2, 2020 2:00 PM
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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Clare I did respond to your questions they are highlighted in red. The \$4.65 was a credit for late fee.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, July 2, 2020 1:42 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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Kim,
Please see request below.

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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, July 2, 2020 1:40 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Thank you Kim. There were still several questions that were left unanswered. They are highlighted in yellow below. Please respond to all the highlighted questions in the previously e-mail so that I can get a better understanding of the situation. Also why was there a credit of \$4.65 added for Q2 2020? Was that to cover the late fee that was assessed?

Thank you!



Clare Pillsbury

Management Assistant I

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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, July 2, 2020 1:29 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

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Chris,
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: Thursday, July 2, 2020 12:26 PM
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: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Mr. Laughlin trash container was exchanged for a 65 gallon on 10/24/18 according to our records. There was a credit on his account reflecting that \$55.18 was on his Q1 invoice. The credit of \$4.65 was given on 4/27/20.

Thank you

Kim Shannon | Operations Support/Administrative Assistant



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From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, July 2, 2020 10:38 AM
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: 1206 WATSON AVENUE- (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

763-295-2054

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Thursday, July 2, 2020 10:37 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1206 WATSON AVENUE- (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

Property Address & PID: 1206 WATSON AVENUE (PID: 102823410111)
Property Owner: LARRY J LAUGHLIN
Phone Number or Email: 612-270-5805
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: Property owner stated that they ordered a 64-gal cart sometime in the fall of 2019 and received a 94-gal cart. When the property owner complained, Advanced Disposal delivered the 64-gal cart and stated that the property owner would receive credits for the difference in cost. However, the property owner stated that they were never issued credit for the difference. This means that there was a late fee issued since the property owner did not pay the full bill. Please provide the following information:

- Breakdown of invoices from Q3 2019 – Q2 2020
- Payments made from Q3 2019 – Q2 2020
- Dates for delivery of 94-gal cart and 64-gal cart - When did was the 94-gal cart delivered?
- Credit received by property owner for difference in cart size and when it was applied to future invoices

Thank you!



Clare Pillsbury

Management Assistant I

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