

Pillsbury, Clare (CI-StPaul)

From: Pillsbury, Clare (CI-StPaul)
Sent: Wednesday, July 8, 2020 9:00 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul)
Subject: RE: 1320 Juno Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Hello Kim,

Can you confirm whether the account has set up autopay for the 15 of the month as of this morning? They stated that they would call Advanced to do it yesterday but I wanted to confirm whether they were able to change it. Hopefully this should eliminate any problems moving forward. Please respond by 12:00 today, if possible, as there is a legislative hearing scheduled tomorrow for this property.

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: Thursday, June 25, 2020 11:45 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1320 Juno Ave - (Q1 2020) Assessment Error/Complaint Inquiry

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

Chris,
Please see information below and I suggest a phone call between Kim and yourself.

Greg Revering

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

763-295-2054

From: Kim Shannon <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, June 25, 2020 11:42 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: 1320 Juno Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Chris,

There is nothing wrong with the auto pay system. The only issue we have had was a few months back other than that the system works great. When Valerie called about auto pay she was asking on what date she should have it pulled and Lee let her know the 10th of the month would work (didn't see that note until now) so with all being said I believe this is not an Advanced issue it is an issue with the resident not going into their on line account and selecting the correct date. It is unfortunate I have very little access to their personal information to see when that date was changed.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Thursday, June 25, 2020 11:16 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: 1320 Juno Ave - (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: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Thursday, June 25, 2020 11:12 AM
To: grevering.sph@gmail.com; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 1320 Juno Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Advanced and Greg,

This tells me there is a larger systemic issue that ADS does not appear to recognize. The response below states "Auto payment is set up for the 15th of the month," as such, this account should be paid in full the first month the invoice is generated. There should be no late fee is ADS's system is failing to receive this payment.

Even more troubling, it seems the resident called into ADS on 5/14/19 and talked with Valerie. From the notes below, it would seem the explicit reason for the call was to ensure the autopay was setup correctly as to not receive any additional late fees. It appears that even after reaching out to ADS for direction, something is still wrong with the autopayment system. This is the second resident today who's had an issue with the autopay system. 1316 Hartford has exactly the same issue. Autopayment set up for the 15th of the month and a late fee generated. What is going on?

I want to know why the autopayment system is not processing these payments and how many accounts have been impacted.

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, June 25, 2020 9:49 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1320 Juno Ave - (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: Thursday, June 25, 2020 9:02 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: 1320 Juno Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Good morning,
History of contact-none-the last time there was a note on the account was 5/14/19 from Valerie asking what date they should set the auto pay. The csr did not note after that.
Date of set up-unknown
Auto payment is set up for the 15th of the month.
They have been late every quarter since they started.

Thank you

Kim Shannon | Operations Support/Administrative Assistant

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, June 24, 2020 4:16 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: 1320 Juno Ave - (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: Wednesday, June 24, 2020 4:14 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1320 Juno Ave - (Q1 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal:

Property Address & PID: (PID: 102823420087)
Property Owner: KEVIN KARALUS (Valerie Shirley contacted us. Her phone number is below)
Phone Number or Email: 651-285-5353
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 have set up automatic payments with Advanced Disposal. However, the payment is not pulled from their bank account until after the invoice is due. This has resulted in multiple late fees of \$4.65. Property owner has tried to get this issue resolved with Advanced Disposal but it is still occurring. Please explain why this has been happening and provide the following information:

- History of contact between the property owner and Advanced Disposal concerning this issue
- Date when property owner set up automatic payments
- When the automatic payment system is set up to withdraw payments
- All late fees added to the invoice for the property from Q4 2018 – Q2 2020

Thank you!



Clare Pillsbury

Management Assistant I

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