

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Tuesday, January 12, 2021 9:41 AM
To: Pillsbury, Clare (CI-StPaul)
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

I think you are correct. I missed the note about when autopay was set up.

cs

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, January 12, 2021 9:22 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Just reviewed this again. Since, as Kim states, this account was not on Autopay until November, wouldn't it be justified for the property owner to be charged the \$3.36 since they did pay late? Or should we remove it as a courtesy due to the confusion around auto pay?



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: Pillsbury, Clare (CI-StPaul)
Sent: Tuesday, January 12, 2021 8:40 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Sounds good! I agree with that 100%. I will update the file.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Sent: Monday, January 11, 2021 5:13 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

My apologies, I thought you were CCed on this.

We will be removing the late fee from this account. Residents cannot be expected to know they can only had autopay setup to go between the 15 and the 20.

cs

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 2:18 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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

Chris,
Please see update from Kim.

Greg Revering

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

763-295-2054

From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, January 7, 2021 2:09 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>

Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

My error in thinking they were on auto pay.
Kubra Automated means they paid with a credit card.
If you recall in previous months there was an issue with the date residence were having their payment pulled to assure a timely payment it should be set between the 15th and 20th.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 2:01 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see questions below for clarification.

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, January 7, 2021 2:00 PM
To: grevering.sph@gmail.com
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Kim. From your first email, it appears as though the property owner is on autopay, see below:

1. First email states: "What I think the issue is the date she has the payment coming out of her account. It needs to be taken out between the 15th and the 20th." This would indicate that the property owner is on autopay. So they are not on autopay?
2. Payments are listed as "Kubra Automated." What does "Kubra Automated" indicate? Our belief was this indicated automatic payments.

Outside of the autopayment question, I have something else I want clarified from your comment. What do you mean when you state the payment "needs to be taken out between the 15th and the 20th"?

Chris

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 1:33 PM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update below.

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

763-295-2054

From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>
Sent: Thursday, January 7, 2021 1:32 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

1-They are not on auto pay.
2- Same as above.
3-They were going to look into to see if they could be removed. I never received an email so I could approve. Since they are not on auto pay it is their responsibility to pay the invoice on time. If they decide to go on auto pay they need the bill pay date to be between the 15th and the 20th.

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 12:44 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Kim,
Please see questions 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, January 7, 2021 12:39 PM
To: grevering.sph@gmail.com; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Kim. I have several issues/questions about autopay for the account:

1. You said that the payment needs to be taken out between the 15 and the 20. This is not correct. The invoice should be generated by the 5th of the month and is due the 25th of the month. Therefore the payment should be able to be taken out between the 5th and the 25th of each month. **Please update this for all of your accounts on autopay.**
2. It looks like the autopay was set up for the 15/16 of each month as the Q1 2020 and Q2 2020 invoices were both paid on time. **Why does the autopay date seem to switch to the 9/10 of the month in Q3 2020 & Q4 2020?**
3. Why were the late fees for Q3 2020 not removed as promised by the CSR?

Please respond to this email as soon as possible as there is a legislative hearing coming up for this property.



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Thursday, January 7, 2021 8:05 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see update from Kim.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>

Sent: Thursday, January 7, 2021 7:59 AM

To: grevering.sph@gmail.com; Miron, Julie <Julie.Miron@advanceddisposal.com>

Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>

Subject: RE: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Last payment on old account. This account had nothing to do with the new account.

Payment history on current account. What I think the issue is the date she has the payment coming out of her account. It needs to be taken out between the 15th and the 20th.

Customer: <input type="text" value="9725"/> <input <="" td="" type="button" value="?"/> <td>RACHEL RYSTEDT</td> <td>Contact: RYSTEDT, I</td>	RACHEL RYSTEDT	Contact: RYSTEDT, I
Site: <input type="text"/> <input <="" td="" type="button" value="?"/> <td>Address: 52 MAGNOLIA AVE W, ST PAUL, MN 551174913</td> <td>Phone: (507) 995-</td>	Address: 52 MAGNOLIA AVE W, ST PAUL, MN 551174913	Phone: (507) 995-
Last Pay: 11/09/20	Days To Pay : 16	Bill To: Consolida
Date : <input type="text" value="ALL DATES"/> ▾	Invoice #: <input type="text"/>	Check #: <input type="text"/> Unbi

Account Detail

Date	Invoice	Type
1/5/2021	0000108391	Invoice
11/9/2020	0000097376	Payment - Kubra Automated
10/31/2020	0000097376	Adjustment - LATE FEE
10/5/2020	0000097376	Invoice
10/2/2020	0000086365	Adjustment - ST PAUL TAX ROLL
8/10/2020	0000086365	Payment - Kubra Automated
7/31/2020	0000086365	Adjustment - LATE FEE

Customer: 158153 ?	RACHEL RYSTEDT	Contact: , rachel
Site: ?	Address: 52 MAGNOLIA AVE W, ST PAUL, MN 55117	Phone: (507) 9
Last Pay: 08/15/18	Days To Pay : 20	Bill To: Consol
Customer Closed 9/30/2018		
Date : ALL DATES ▾	Invoice #: <input type="text"/>	Check #: <input type="text"/> U
Account Detail		
Date	Invoice	Type

Thank you

Kim Shannon | Operations Support/Administrative Assistant/Scale Operator



309 Como Avenue | Saint Paul | MN 55103
 T: 651-768-5270 | F: 651-487-8552 | E: kshannon@wm.com
 Connect with us: AdvancedDisposal.com [Facebook](#) [YouTube](#)

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, January 6, 2021 5:18 PM
To: Shannon, Kimberly <Kim.Shannon@advanceddisposal.com>; Miron, Julie <Julie.Miron@advanceddisposal.com>
Cc: Smith, James <Jim.Smith@advanceddisposal.com>; Williams, Tim (DFW) <Tim.Williams@advanceddisposal.com>
Subject: FW: 52 MAGNOLIA AVENUE WEST - (Q3 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, January 6, 2021 5:11 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 52 MAGNOLIA AVENUE WEST - (Q3 2020) Assessment Error/Complaint Inquiry

Please forward to Advanced Disposal Services:

Property Address & PID: 52 MAGNOLIA AVENUE WEST (PID: 302922230005)

Property Owner: RACHEL RYSTEDT

Phone Number or Email: Rachel Rystedt; 507-995-3961

Pending Assessment Amount: \$3.36

Quarter Pending Assessment is For: Q3 2020 Delinquent Garbage Bill; Service provided July-September 2020

Summary of Issue: From the Property Owner:

I have contacted Advanced Disposal at least three times regarding this issue. Before the garbage consolidation I had one account with Advanced disposal, then after the consolidation my first account was never merged and I figured out after contacting them that a whole new account had been created, so then I had two accounts under my one property at 52 Magnolia Ave W.

I contacted the company in November 2020 about a late charge on my bill and explained the above situation and that I had made a payment with auto-pay. But it wasn't applied to my 'new' account, and after contacting Advanced the first time they never bothered to get rid of my first account or merge it with my new account information. I asked to talk to a supervisor he said he could take the late charge off by getting in contact with the City of Saint Paul and told me not to worry about it, on the call I even set up my auto-pay on my "new" account during this call with them and have an email 11/10/2020 from that time as I wanted to prevent additional issues from happening with the company. Today 1/2/2021 I received a Public Hearing Notice for the late charge.

Please confirm whether there are current two accounts for the property. For both accounts please provide the following information from Q4 2018 – Q4 2020:

- Service Level
- Invoice and Payment History
- Amount Assessed to City
- Contact with Property Owner



**SAINT PAUL
MINNESOTA**

Clare Pillsbury

Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 612-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

Recycling is a good thing. Please recycle any printed emails.