

## Pillsbury, Clare (CI-StPaul)

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**From:** Swanson, Christopher (CI-StPaul)  
**Sent:** Wednesday, April 28, 2021 3:22 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Haas, Sarah (CI-StPaul)  
**Subject:** RE: Highland Resident Calls 4/15

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Clare,

The most the haulers can charge a resident for a yard waste cart is \$75.00. We made this very clear at the start of the program.

Please adjust the assessment to reflect the \$75 cart charge. If the residents wishes to have this completely reduced they must go to a legislative hearing and make the case.

Chris

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**From:** Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>  
**Sent:** Wednesday, April 28, 2021 9:59 AM  
**To:** Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>  
**Cc:** Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>  
**Subject:** RE: Highland Resident Calls 4/15

Thanks Chris! Are they able to charge \$150 for a missing cart?



**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: 651-266-8862  
[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)  
[www.StPaul.gov](http://www.StPaul.gov)

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Tuesday, April 27, 2021 8:44 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>

**Subject:** FW: Highland Resident Calls 4/15

FYI

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>

**Sent:** Monday, April 19, 2021 8:19 AM

**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>

**Subject:** FW: Highland Resident Calls 4/15

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

Chris,

Please see attached and information below from Sue.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Highland Sanitation <[info@highlandsanitation.com](mailto:info@highlandsanitation.com)>

**Sent:** Sunday, April 18, 2021 6:43 PM

**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

**Subject:** RE: Highland Resident Calls 4/15

In August of 2020, the current owner called to cancel the compost service. We informed her to put our compost cart out so we could pick it up. She stated that there wasn't any compost cart there. I explained to her that we would have to charge her for our missing cart. We had multiple conversations in regard to this.

This RDU had compost service since the start of the City contract. I have attached a picture as proof of our cart being there. Since we were unable to recover our property and this is a City required service for the hauler to provide, I added a charge for our missing cart. Please be aware, this charge is to cover the cost of our cart at the fee we pay. Our fee is more expensive than what the City of St. Paul paid for an order of 70,000+ carts. These carts are not free for us to provide nor is the cost of the cart covered in the service fee.

Please let me know if you have any questions.

*Sincerely,*

*Susan Stewart*

Highland Sanitation & Recycling Inc.

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) [<mailto:grevering.sph@gmail.com>]

**Sent:** Friday, April 16, 2021 8:58 AM

**To:** 'Highland Sanitation'

**Subject:** FW: Highland Resident Calls 4/15

Sue,  
Please see question from Chris.

**Greg Revering**

Chief Manager  
St. Paul Haulers LLC.  
[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)

763-295-2054

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Friday, April 16, 2021 8:48 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Subject:** RE: Highland Resident Calls 4/15

Highland,

Please see the complaint below. What is going on with this account? Why was she told their was a \$150 charge for a cart?

Please provide info on the account.

Chris

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**From:** Haas, Sarah (CI-StPaul) <[Sarah.Haas@ci.stpaul.mn.us](mailto:Sarah.Haas@ci.stpaul.mn.us)>  
**Sent:** Friday, April 16, 2021 8:14 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** Highland Resident Calls 4/15

CC'ing clare on this one because it was really an assessment call...it was a LONG call and quite frankly I'm not really sure what is going on.

4/15/2021 2:40 PM Noura Yousseff 608-960-6685 445 Wyoming St East  
Purchased house in July 2020 and when she moved in there were no containers on site. She contacted the previous owner and they did not have service. She called Highland and requested new carts. When she called to ask for a yard waste she was told that she was responsible for the \$150 cart fee from the missing garbage cart and that Highland would not start yard waste until she paid for the garbage cart. Can you provide the account charges and payments from this account? Was she charged for a cart and when was it delivered? Has she had garbage service at the residence?

CG2101A1	Delinquent Garbage Bill October to December 2020	1/13/2021	1	\$172.50	
CG2102A1	Delinquent Garbage Bill January to March 2021	4/9/2021	1	\$116.38	



**SAINT PAUL**  
MINNESOTA

**Sarah Haas**

Solid Waste Program Specialist

Pronouns: She/Her

Public Works, Citywide Garbage Program

P: 651-266-6216

[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)

[www.StPaul.gov](http://www.StPaul.gov)