

## Pillsbury, Clare (CI-StPaul)

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**From:** grevering.sph@gmail.com  
**Sent:** Friday, June 24, 2022 4:27 PM  
**To:** Support (Zendesk)  
**Cc:** Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)  
**Subject:** FW: FW: 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

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

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

Please see update from Aspen.

*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:** Cydnee Bauman <cbauman@aspenwaste.com>  
**Sent:** Friday, June 24, 2022 4:22 PM  
**To:** grevering.sph@gmail.com; Stacey Sanders <:ssanders@aspenwaste.com>  
**Subject:** RE: FW: 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

The cost per week of the difference between 95 gal and 65 gal is only 78 cents

Cydnee Bauman  
Aspen Waste Systems  
Customer Service Representative/Commercial Dispatch  
612-884-8000



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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Friday, June 24, 2022 4:17 PM  
**To:** Stacey Sanders <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Cydnee Bauman <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: FW: 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Stacey,  
Please see clarifying question from Clare.

***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:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Friday, June 24, 2022 3:38 PM  
**To:** Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>; Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Subject:** Re: FW: 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you! I am assuming that they were downsizing from a 96-gal cart to a 64-gal cart. Is that correct? If so, why was the credit only \$5.38?

Best,

Clare Pillsbury

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Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

On Thu, June 23 at 14:06, Consortium wrote:

Please see Aspen Waste update.

**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:** Cydnee Bauman <[cbauman@aspewaste.com](mailto:cbauman@aspewaste.com)>  
**Sent:** Thursday, June 23, 2022 1:01 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Stacey Sanders <[ssanders@aspewaste.com](mailto:ssanders@aspewaste.com)>  
**Subject:** RE: 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Greg,

Per the contract all credits for service decrease will go on the next quietly invoice.

Credit on account from overpayment- -\$17.00

Invoice 1/5/22- 95 gal cart	\$106.79
Late fee	\$4.49
Late fee	\$4.49
Late fee	\$4.49
Transferred to city	\$103.26

Only contact was when customer called to downsize on 1/19/22, we downsized on 1/22/22.

Payments:      10/6/21 \$102.44  
                  4/18/22 \$91.15

No payments made for Q1 invoice

Credit was given on the 4/5/22 invoice for downsizing of \$5.38

Cydnee Bauman

Aspen Waste Systems

Customer Service Representative/Commercial Dispatch

612-884-8000



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

**Sent:** Wednesday, June 22, 2022 5:05 PM

**To:** Stacey Sanders <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>

**Cc:** Cydnee Bauman <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>

**Subject:** FW: 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

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Stacey,

Please see the information and request below.

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:** Clare (City of Saint Paul) <[support@saintpaul.zendesk.com](mailto:support@saintpaul.zendesk.com)>  
**Sent:** Wednesday, June 22, 2022 5:03 PM  
**To:** Consortium <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Sarah Haas <[sarah.haas@ci.stpaul.mn.us](mailto:sarah.haas@ci.stpaul.mn.us)>  
**Subject:** 1311 Van Buren Ave, Saint Paul, Minnesota, 55104 - (Quarter 1 (January - March)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 1311 Van Buren Ave, Saint Paul, Minnesota, 55104. Please forward to Aspen Waste Systems for their input.

**Ticket ID#:** 9309

**Ticket Requester:** Thomas Thomas

**Ticket Requester Email: (if available)** [tballfam53@gmail.com](mailto:tballfam53@gmail.com)

**Ticket Request Phone Number: (if available)** +16513539987

**Property ID #:** 342923120142

**Property Address:** 1311 Van Buren Ave, Saint Paul, Minnesota, 55104

**Quarter Pending Assessment is for:** Quarter 1 (January - March)

**Billing year for Pending Assessment:** 2022

**Pending Assessment Amount:** \$103.26

**Hauler:** Aspen Waste Systems

**Ticket Comments:** Property owner stated that they changed to from 96-fal cart to a smaller cart in January 2022. Therefore they are confused as to why their Q1 2022 assessment is so high. **Please confirm which size cart the property owner has now and provide the following information for Q1 - Q2 2022:**

- Service level (size and number of carts)
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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Clare Pillsbury  
City of Saint Paul  
Department of Public Works - Garbage  
651-266-6101  
[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>