

Re: Acct 2-117431-3 ref# s21174313-0...

Msn

Aug 4, 2019 9:03:53 AM

Subject: Re: Acct 2-117431-3 ref# s21174313-040519

Date: May 3, 2019 5:48:07 PM

From: LANI CALDWELL

To: Sanders, Stacey

I received aspen waste's Notice of Non-Payment in the mail today.

It is disappointing to have made contact via email to advise of an error in billing against my account as well as written out on the invoice returned with my payment to see that this incorret charge is just being pushed along down the line to create a delinquency battle & extra fees.

I will forward the info and reach out to Saint Paul Public Works and the stpaul.gov website next week to pursue getting some assistance to address being incorrectly billed.

-Sincerely disappointed.

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From: LANI CALDWELL <elam333@msn.com>

Sent: Tuesday, April 9, 2019 12:11:24 PM

To: Sanders, Stacey

Subject: Re: Acct 2-117431-3 ref# s21174313-040519

That is troubling.

Thank you for responding quickly.

I generally have more air space than garbage inside my container each week, let alone 4 bags worth beside or sticking out the top.

I'm perplexed if that 4 got tagged on my pick up log line by mistake or there's some cheater that dumped somethg 3/6 by my driveway - GRR!

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From: Sanders, Stacey <ssanders@aspenwaste.com>

Sent: Tuesday, April 9, 2019 9:21:25 AM

To: 'LANI CALDWELL'

Subject: RE: Acct 2-117431-3 ref# s21174313-040519

Good Morning Lani,

Thank you for your email. I have looked into the extra charge on your bill for overflow bags on 3/6. Below I have the documentation from the drivers route sheet from the date referenced, as your bill shows we collected 4 extra bags of trash. Overflow trash is any trash that does not fit in your container with the lid shut. So extra bags on top or next to you container.

Please let me know if I can be of further assistance

2690 CALDWELL, LANI L 1568 E ARLINGTON AVE
2 - 117431

SAINT PAUL

65 GAL SERVICE
CURB - FRONT

--W----

1

←
4 bags

Thank you

Stacey Sanders
Aspen Waste Systems
Office Operations Manager
ssanders@aspewaste.com
612-884-8017

Aspen. The clean, green way.
www.aspenwaste.com

From: LANI CALDWELL <elam333@msn.com>
Sent: Monday, April 8, 2019 5:28 PM
To: Sanders, Stacey <ssanders@aspewaste.com>
Subject: Acct 2-117431-3 ref# s21174313-040519

Good day-

My statement shows a \$12 charge as qty 4 overflow service.

I don't understand this charge.

I haven't had extra stuff /or/ stuff outside of my container.

Does the driver record any extra info or detail(s) for 3/6 ? Can you please advise what was the qty of 4 ?

Thank you
Lani Caldwell

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