

## Vang, Mai (CI-StPaul)

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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Wednesday, April 29, 2020 4:22 PM  
**To:** Vang, Mai (CI-StPaul)  
**Cc:** Moermond, Marcia (CI-StPaul)  
**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Please add to file for 1217 Thomas Avenue.

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)

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---

**From:** grevering.sph@gmail.com <grevering.sph@gmail.com>  
**Sent:** Wednesday, April 29, 2020 4:08 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: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,  
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

---

**From:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Sent:** Wednesday, April 29, 2020 3:57 PM

**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>; Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Greg  
I spoke with Clare at the City about this property earlier today. She asked I send her the information below to help her in explaining the billing for the property above.

Change of ownership 9/6/2019

Aspen billed old owner 7/5/19 for July, August and September. The current charges for the cycle were \$294.60 but because we received an overpayment on the account the balance due after that bill was only \$153.64. Aspen assessed 2 late fees of \$7.68 (153.64 x 5%) which then brought the account balance to \$169.00. It was thereafter that we received notice of the sale and issued a credit to the account for the unused service in that quarter in the amount of \$90.66 which then left the old owner with a balance due of \$78.34 for services used in July and August along with 5 days in September. Aspen never received payment for that amount so it was turned over to the city on 1/3/20 as a total balance of \$82.34 (\$4.00 in late fees added).

With the new ownership we then set up a new account and billed that account for the first time 10/5/19 for \$294.60 (current charges for October, November & December) + \$90.66 (balance for September service that was credited from the old owners account).

I hope this helps but if anything else is needed please let me know

Thank you

Stacey Sanders  
Aspen Waste Systems  
Office Operations Manager  
[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)  
612-884-8017

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[www.aspenwaste.com](http://www.aspenwaste.com)

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, April 28, 2020 9:46 AM  
**To:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Cc:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Cyndee. Were you able to answer my questions on this property?

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, April 28, 2020 9:45 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Cyndee. Were you able to answer my questions on this property? As a reminder, we need this information for the legislative hearing this week.

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  
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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Friday, April 24, 2020 11:23 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com); Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Thank you Cyndee.

I have a few follow up questions. They are in yellow below. Please respond by Monday at 4:00 PM.



**Clare Pillsbury**

***Management Assistant I***

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Thursday, April 23, 2020 7:02 AM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul)

<Clare.Pillsbury@ci.stpaul.mn.us>

**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

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

Clare,  
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

---

**From:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Sent:** Wednesday, April 22, 2020 4:09 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Greg,

Here are the two accounts in question for this address

Old owner Michael Bertrand:

Billed 7/1/20- 294.60      Question 1: Is this what was billed for to the old owner? If so, how much did he pay of the total amount?  
2 late fees – 7.86 each      Question 2: Why are you charging these late fees?  
Moved credit- -90.66      Question 3: Is this for garbage service from 09/06/2019 – 09/31/2020? Was this provided to the former owner as a reimbursement?  
4 late fees- 4.00      Question 4: Why did you add additional late fees?  
Transferred to city on 1/3/20 - 82.34      Question 4: Why was this amount transferred to the city? Is this the portion of the \$294.60 that the old owner didn't pay?

New owner Cash for house  
Proration new owner- 90.66      Question 5: Does this mean that the former owner was only charged  
First bill – 294.60 + 90.66 = 385.26

Cydnee Bauman  
Customer Service Representative  
**Aspen Waste Systems**  
612-884-8008

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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, April 22, 2020 4:03 PM  
**To:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Stacey,  
Please see request below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Wednesday, April 22, 2020 3:43 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Stacey,

We still have not received an answer for this address. Can you please get an answer to us by 8:45 AM tomorrow as we have a legislative hearing at 9:00 AM?



**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

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---

**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Thursday, April 16, 2020 3:08 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Cc:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hello Stacey,

Can you provide an itemized breakdown of the following:

1. The total invoice from 07/01/2019 – 09/06/2019
2. The total assessment for Q4 2019 that was submitted to the city.

Specifically I am looking to see how much of the total assessment for Q4 2019 was comprised of late fees.

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

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**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Wednesday, April 8, 2020 2:52 PM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Hi Clare,

Here is the response on this address.

cs

---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, April 7, 2020 1:30 PM  
**To:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

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

Chris,  
Please see update from Stacey.

*Greg Revering*

Chief Manager

St. Paul Haulers LLC.

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

763-295-2054

---

**From:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Sent:** Tuesday, April 7, 2020 1:22 PM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Greg  
It looks the property changed hands 9/6/2019. The amount assessed was on the old owners account for service form 7/1/19 to the date of sale that were never paid

Stacey Sanders  
Aspen Waste Systems  
Office Operations Manager  
[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)  
612-884-8017

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**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, April 7, 2020 11:34 AM  
**To:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Stacey,  
Please see information below.

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

763-295-2054

---

**From:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, April 7, 2020 11:33 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 1217 THOMAS AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

I apologize. It looks like the subject should have said "1217 THOMAS AVENUE." I have fixed it.

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  
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**From:** Pillsbury, Clare (CI-StPaul)  
**Sent:** Monday, April 6, 2020 4:31 PM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** 616 DESNOYER AVENUE - (Q4 2019) Assessment Error/Complaint Inquiry

Please forward to Aspen:

**Property Address & PID:** 1217 THOMAS AVENUE (PID: 342923110205)  
**Property Owner:** Cash For Houses Inc (Jennifer Struble)  
**Phone Number or Email:** 612-426-1180; [info@cashforhousesmn.com](mailto:info@cashforhousesmn.com)  
**Pending Assessment Amount:** \$85.63  
**Quarter Pending Assessment is For:** Garbage Service Q4 Oct 1-Dec 31 2019

**Summary of Issue:** Property owner stated that they made a payment of \$385.26 on 10/07/2019 for the Quarter 4 2020 invoice. It was deposited by Aspen Waste on 10/19/2019. **Please provide a breakdown of the assessed amount of \$85.63.** Property owner has sent documentation confirming that they paid the full amount on the invoice.

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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)



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