

Pillsbury, Clare (CI-StPaul)

From: grevering.sph@gmail.com
Sent: Tuesday, January 12, 2021 2:38 PM
To: Swanson, Christopher (CI-StPaul)
Cc: Pillsbury, Clare (CI-StPaul)
Subject: FW: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry
Attachments: Statement2-114127 07.pdf; Statement2-114127 08.pdf; Statement2-114127 09.pdf; Statement2-114127 10.pdf; Statement2-114127 0.pdf; Statement2-114127 01.pdf; Statement2-114127 02.pdf; Statement2-114127 03.pdf; Statement2-114127 04.pdf; Statement2-114127 05.pdf

Follow Up Flag: Follow up
Flag Status: Completed

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

Clare,
Please see attached and information below from Aspen

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

763-295-2054

From: Cydnee Bauman <cbauman@aspenswaste.com>
Sent: Tuesday, January 12, 2021 2:35 PM
To: grevering.sph@gmail.com
Cc: Stacey Sanders <:ssanders@aspenswaste.com>
Subject: RE: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Greg,

Every single invoice has been mailed to her billing address which is the same as her service address. We have never changed her address.

Customer #	Start	Stop
-0114127 0	Oct 01, 2018	

[Customer Profile](#) | [Notepad](#) | [Work Orders](#) | [Services \[1\]](#) | [Contract Price](#)

Service Name: SHAUN P MCCLARY First: JESSICA C MCCLARY
 /Dir/Str/Sfx: 1183 ENGLEWOOD AVE
 Address 2:
 City/St/Zip: SAINT PAUL MN 55104 County:

Bill Name: SHAUN P MCCLARY First: JESSICA C MCCLARY
 /Dir/Str/Sfx: 1183 ENGLEWOOD AVE
 Address 2:
 City/St/Zip: ST PAUL MN 55104 Country:

Starting with the Q4 invoice she started receiving both email and paper copy.

Customer#	SHAUN P MCCLARY, JESSICA C MCCLARY				
	Bill Date	Bill Type	Invoice#	Sent Date	Email Type
	1/05/21	STMT		1/07/21	PDF Bill Sent
	10/05/20	STMT		10/07/20	PDF Bill Sent

Aged – no Statement is just indicating when we billed our regular residential accounts. And no statement was made for st paul accounts.

I am not sure what sending a copy of these statements will prove.

Thank you,

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



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 12, 2021 1:50 PM
To: Cyndee Bauman <cbauman@aspenwaste.com>
Cc: Stacey Sanders <ssanders@aspenwaste.com>
Subject: FW: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Cyndee,
Please see additional question from Clare.

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: Tuesday, January 12, 2021 1:19 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Also, can you confirm whether the property owner was set up for paperless billing in Q3 2020 or whether they were being sent invoices in the mail?

If possible, please respond by 4:00 PM this afternoon to both requests as there is a legislative hearing for this property this week.

Thank you!



**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: Monday, January 11, 2021 10:43 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Thank you Cyndee. In the customer history, I see the phrase "Aged No Statement" come up a lot. What does this mean? Also, I still need copies of all the invoices sent to the property from Q4 2018 – Q4 2020. Their main complaint is that they were not consistently sent invoices from Aspen.

Thank you!



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MINNESOTA

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P: 612-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
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From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 9:10 AM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

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

Clare,
Please see attached and information below.

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

763-295-2054

From: Cydnee Bauman <cbauman@aspenwaste.com>
Sent: Monday, January 11, 2021 9:08 AM
To: grevering.sph@gmail.com; Stacey Sanders <ssanders@aspenwaste.com>
Subject: RE: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Greg,

Here is a copy of their entire AR activity. We don't have anything in our history with this customer besides setting them up to get both email and paper copies of their invoice. She started getting both as of 10/5/20.

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



From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Monday, January 11, 2021 8:59 AM
To: Stacey Sanders <ssanders@aspenwaste.com>
Cc: Cydnee Bauman <cbauman@aspenwaste.com>
Subject: FW: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Stacey,
Please see request below.

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

763-295-2054

From: Pillsbury, Clare (Cl-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Monday, January 11, 2021 8:51 AM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (Cl-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: RE: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Hello Aspen,

We have not received a response for this account. As we have a legislative hearing for this property this week, please respond to this inquiry by this afternoon at 3:00 PM.

Thank you!



SAINT PAUL
MINNESOTA

Clare Pillsbury

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Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

From: Pillsbury, Clare (CI-StPaul)
Sent: Thursday, January 7, 2021 3:44 PM
To: grevering.sph@gmail.com
Cc: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1183 ENGLEWOOD AVENUE - (Q3 2020) Assessment Error/Complaint Inquiry

Please forward to Aspen Waste:

Property Address & PID: 1183 ENGLEWOOD AVENUE (PID: 272923440104)
Property Owner: JESSICA C MCCLARY
Phone Number or Email: 612-701-8252; shaunmcclary@gmail.com
Pending Assessment Amount: \$9.30
Quarter Pending Assessment is For: Q3 2020 Delinquent Garbage Bill; Service period July-September 2020

Summary of Issue: Property owner stated that they have not been consistently receiving invoices from Aspen for garbage service provided. Please provide the following information for Q4 2018 – Q4 2020:

- Copy of the invoice
- Date Invoice was sent
- Name and Address that Invoice was Sent to
- Payment History
- Late fees and credits added to account
- Interaction with Property owner

Thank you!



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Saint Paul Public Works

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