

## Pillsbury, Clare (CI-StPaul)

---

**From:** grevering.sph@gmail.com  
**Sent:** Tuesday, July 28, 2020 12:16 PM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Cc:** Swanson, Christopher (CI-StPaul)  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

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

Clare,  
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@aspewaste.com>  
**Sent:** Tuesday, July 28, 2020 12:06 PM  
**To:** 'grevering.sph@gmail.com' <grevering.sph@gmail.com>  
**Cc:** Bauman, Cydnee <cbauman@aspewaste.com>  
**Subject:** RE: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Greg  
It was for 2 overflow bags collected on 11/22/19 (\$6 + tax)

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

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



---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 28, 2020 11:49 AM  
**To:** Sanders, Stacey <[ssanders@aspewaste.com](mailto:ssanders@aspewaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspewaste.com](mailto:cbauman@aspewaste.com)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Stacey,  
Please see question 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, July 28, 2020 11:47 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: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Thank you Stacey. There was one charge on the invoice you included that I had a question on:

Can you explain what the invoice charge labelled "INV 0356250" of \$8.27 was for?



**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](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 28, 2020 11:15 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

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Clare,

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, July 28, 2020 11:14 AM  
**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: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

That was the 2<sup>nd</sup> page of the attachment I sent

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, July 28, 2020 11:13 AM  
**To:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: 1482 Blair - Q1 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 (Cl-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Sent:** Tuesday, July 28, 2020 11:11 AM  
**To:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)  
**Cc:** Swanson, Christopher (Cl-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** RE: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Thank you Stacey. This is really helpful. Can you also provide the invoice and payment history for the account for 1482 Blair Ave from Q4 2019 – Q2 2020?

**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:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 28, 2020 11:06 AM  
**To:** Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Cc:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

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Clare,  
Please see update and attached from Stacey.

**Greg Revering**

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

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---

**From:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Sent:** Tuesday, July 28, 2020 11:05 AM  
**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: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Greg  
See attached. As you will see for 671 Simpson we did refund the customer more than the \$102.43 as we also refunded the monies paid for the service after the property was sold 9/13/2019.

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, July 28, 2020 10:40 AM  
**To:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Stacey,  
Please see clarifying question 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, July 28, 2020 10:35 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: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Thank you Stacey. I am still a bit confused. What I am interpreting from your response is that the payment of \$102.43 made on 01/20/2020 was made to the incorrect account for 671 Simpson. This payment was then refunded to the owner in full on 02/07/2020.

Is that interpretation correct? **If so, please provide documentation that the payment of \$102.43 was made to the account for 671 Simpson and that a credit was issued to the property owner on 02/07/2020. Please also provide the invoice and payment history for the account for 1482 Blair Ave from Q4 2019 – Q2 2020.**

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:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Tuesday, July 28, 2020 10:26 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](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

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Clare,  
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@aspenswaste.com](mailto:ssanders@aspenswaste.com)>  
**Sent:** Tuesday, July 28, 2020 10:25 AM  
**To:** 'grevering.sph@gmail.com' <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenswaste.com](mailto:cbauman@aspenswaste.com)>  
**Subject:** RE: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Greg,  
As I mentioned in my reply last week the customer did make a payment on our website to their old property (671 Simpson). This overpayment was recognized and we cut them a refund check on 2/7/20. We never received another payment for Q1 2020.

Stacey Sanders  
Aspen Waste Systems  
Office Operations Manager  
[ssanders@aspenswaste.com](mailto:ssanders@aspenswaste.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, July 28, 2020 10:10 AM  
**To:** Sanders, Stacey <[ssanders@aspenswaste.com](mailto:ssanders@aspenswaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenswaste.com](mailto:cbauman@aspenswaste.com)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Stacey,  
Please see attached and 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:** Tuesday, July 28, 2020 9:38 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: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Thank you Stacey,

I spoke to the property owner and they shared documentation of a payment of \$102.43 that they made on January 20, 2020 (please see attached bank statement). Due to the fact that the invoice history (please see attached invoice history) shows that there was a balance of \$107.70 as of January 6, 2020, this should not have left the property owner with an assessment of \$123.87. **Please confirm what happened to the \$102.43 payment on January 20, 2020. Was this payment made to wrong account?**

Please respond to this email by 4:00 PM today if possible as the legislative hearing for this property is this week.



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

**Sent:** Wednesday, July 15, 2020 12:16 PM

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

**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

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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:** Wednesday, July 15, 2020 12:09 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: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Afternoon Greg,

I have reviewed both accounts. The customer mentioned that payments were being applied wrong, the customer was actually submitting the payment online himself and paid the wrong account. Nonetheless this was recognized, corrected and the customer was refunded for the overpayment. As for the current amount in question from Q1 of 2020 no payment was received on either account. I spoke with the customer this morning and advised him of this as well so with that said the assessed amount is correct. 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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---

**From:** [grevering.sph@gmail.com](mailto:grevering.sph@gmail.com) <[grevering.sph@gmail.com](mailto:grevering.sph@gmail.com)>  
**Sent:** Wednesday, July 15, 2020 10:00 AM  
**To:** Sanders, Stacey <[ssanders@aspenwaste.com](mailto:ssanders@aspenwaste.com)>  
**Cc:** Bauman, Cydnee <[cbauman@aspenwaste.com](mailto:cbauman@aspenwaste.com)>  
**Subject:** FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Stacey,  
Please see review request below.

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

763-295-2054

---

**From:** Swanson, Christopher (CI-StPaul) <[Christopher.Swanson@ci.stpaul.mn.us](mailto:Christopher.Swanson@ci.stpaul.mn.us)>  
**Sent:** Wednesday, July 15, 2020 9:59 AM



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

Cc: Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>; Pillsbury, Clare (CI-StPaul) <[Clare.Pillsbury@ci.stpaul.mn.us](mailto:Clare.Pillsbury@ci.stpaul.mn.us)>

Subject: FW: 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Please send to Aspen to review.

Thanks,

Chris

---

**From:** Black, Alisha (CI-StPaul) <[Alisha.Black@ci.stpaul.mn.us](mailto:Alisha.Black@ci.stpaul.mn.us)>

**Sent:** Wednesday, July 15, 2020 9:31 AM

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

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

**Subject:** 1482 Blair - Q1 Assessment Error / Complaint Inquiry

Please forward to Aspen Waste:

**Property Address & PID:** 1482 Blair

**Property Owner:** Gil Gaitan / Andrea Gaitan

**Phone Number or Email:** 651-335-6095

**Pending Assessment Amount:** \$123.87

**Quarter Pending Assessment is For:** Q1

**Summary of Issue:** P/O states that he moved from another property in Sept. 2019 where he also had Aspen Waste. When the P/O set up the new property, he found that his payments were being applied to his old account not his new property account. The P/O states that he believed that this issue had been resolved with Aspen in / around January 2020, but he has now received a notice of pending assessment. The P/O does not believe that this is a valid referral, as he states he is set up on auto-pay with Aspen. Please review this account to determine if the P/O's auto-pay for Q1 was applied to his previous account (671 Simpson).



**Alisha Black**

*Office Assistant III*

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

**P:** 651-266-5692

**F:** 651-266-6222

[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)

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