

City Council Assessment Hearing

Scheduled for Wednesday August 26, 2020

Subject: FILE #CG2002B3

Assessment #2100126

Per the statement in the notice of intent to assess property for collection of delinquent Garbage Bill for services provided January through March, 2020.

Please note in the following attachments that payment was made to Aspen Waste Services on May 1, 2020 for the service period in question. The charged to the Homeowners account on 5/4/2020. Bank statement and current Aspen Billing Statement attached.

Background:

In late December 2019, the Homeowner had requested a vacation hold from January until late March 2020. The only pickup made by Aspen Waste during this period was on the last day of March, March 30, 2020.

To followup on a notice from the City of St. Paul or Aspen Waste, The Homeowner contacted Aspen Waste Services on May 1, 2020 to get clarification on why they were being charged for a period they had requested a Vacation Hold. The Aspen Waste representative Tina Yang, informed the Homeowner, that they had no record of a request for Vacation Hold. The Homeowner learned during this call that Aspen Waste should have emailed or mailed a Request form for Service Hold. The Homeowner upon hearing of the process informed Tina Yang that this was

the first time that he had heard of this process. The process as defined by Aspen Waste,

1. a customer requests a Vacation Service Hold, at least 2 weeks prior to the start of the hold.
2. The form goes to a group within Aspen Waste for approval.
3. If approved the customer receives credit during the service period after the vacation hold.

The Homeowner then paid the past due bill for service from January through March 2020. The Homeowner requested the Vacation Service Hold Request Form. The Homeowner submitted the form on May 1st for a Vacation Service Hold from May 18, 2020 to August 3, 2020. Tina Yang confirmed on 5/1/2020 via email that she had submitted the form to the department responsible for processing Vacation / Service Hold requests.

The Problem(s) with Aspen Waste processes specifically and the St. Paul Garbage Service process in general are:

1. Aspen Waste does not send out confirmations of payments being received and applied to accounts, when they have been paid.
2. Aspen Waste Vacation / Service Hold is not documented anywhere on Aspen Waste site.
3. Aspen Waste Vacation / Service Hold approval process, is submit a form, there is not any confirmation noted on the account or sent to the Homeowner that a Vacation / Service Hold has been Approved or Denied. Apparently the only way to find out is if the billing for the next service period has a credit on the account.
4. The City of St. Paul threatens assessments on delinquent bills that were paid to Aspen Waste, so either Aspen Waste is not updating the

City or the City is not updating the status updates from Aspen Waste Services.

5. The fact that the Homeowner can't confirm that a Vacation Hold is currently approved during a service period, means that the Homeowner can be charged regardless if the Garbage Service company performed any work/service and it is totally at the discretion of the Garbage Service provider.

A handwritten signature in black ink, appearing to read "Henry Patterson". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Henry Patterson
Homeowner
2101 Dudley Ave
St. Paul, MN 55108-1415