

From: [Swanson, Christopher \(CI-StPaul\)](#)
To: [Chao, Diana \(CI-StPaul\)](#)
Subject: FW: 1619 Juno Ave - 5/16 LH - Aspen
Date: Tuesday, May 14, 2019 11:20:00 AM

From: grevering.sph@gmail.com [mailto:grevering.sph@gmail.com]
Sent: Tuesday, May 14, 2019 11:11 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: nicole.r.franklin@outlook.com
Subject: FW: 1619 Juno Ave - 5/16 LH - Aspen

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

Chris,

Please see Aspen's response below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Sanders, Stacey <ssanders@aspenwaste.com>
Sent: Tuesday, May 14, 2019 10:38 AM
To: 'Nicole Franklin'
Subject: RE: 1619 Juno Ave - 5/16 LH - Aspen

Nicole

There is a pending credit on the account for Q4 2018 for the service hold put in place with the customers documentation. This credit will be applied when service is resumed. We did bill for Q1 of 2019 but then credited it off based on the vacancy information received from the city and did NOT bill for Q2 of 2019.

Stacey Sanders

Aspen Waste Systems

Office Operations Manager

ssanders@aspenwaste.com

612-884-8017

Aspen. The clean, green way.

www.aspenwaste.com

From: Nicole Franklin <nicole.r.franklin@outlook.com>

Sent: Tuesday, May 14, 2019 10:33 AM

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

Subject: Fw: 1619 Juno Ave - 5/16 LH - Aspen

Stacey,

Please see the city's email below.

[Nicole Franklin](#)

St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Sent: Tuesday, May 14, 2019 9:19 AM

To: grevering.sph@gmail.com

Subject: RE: 1619 Juno Ave - 5/16 LH - Aspen

Hi Greg,

They are correct. That is the process laid out. I just wasn't sure if there was anything they had in addition for this situation and wanted to send it over as we have hearing on this property on Thursday.

So, to make sure I am clear.

1. There is a credit on the account (when its restarted) for the time when the vacancy was set up.
2. The account has been closed from Q1 2019 on until they open it again?

Thanks

chris

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]

Sent: Tuesday, May 14, 2019 8:32 AM

To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Subject: FW: 1619 Juno Ave - 5/16 LH - Aspen

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

Good Morning Chris!

Let's talk about this one.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, May 14, 2019 8:19 AM

To: 'Nicole Franklin'; Nelson, Thor; Fang, Alexa; Bauman, Cydnee; Simmons, Sandrica

Subject: RE: 1619 Juno Ave - 5/16 LH - Aspen

Page 16, section 2.8 on the contract states that credit for suspended collection is pro-rated and the credit adjustment is reflected on the invoice after service is re-started, the same point Kris made in her email to the customer. We have yet to re-start service here but instead have placed it as vacant based on a city update list. We credited the Q1 2019 invoice after receiving the notice. With all that said why would the city remove the \$80.90? Did we not follow the correct procedure?

Thank you

Stacey Sanders

Aspen Waste Systems

Office Operations Manager

ssanders@aspenwaste.com

612-884-8017

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www.aspenwaste.com

From: Nicole Franklin <nicole.r.franklin@outlook.com>

Sent: Monday, May 13, 2019 3:34 PM

To: Nelson, Thor <tnelson@aspenwaste.com>; Sanders, Stacey <ssanders@aspenwaste.com>; Fang, Alexa <afang@aspenwaste.com>; Bauman, Cydnee <cbauman@aspenwaste.com>; Simmons, Sandrica <SSimmons@aspenwaste.com>

Subject: Fw: 1619 Juno Ave - 5/16 LH - Aspen

Hello,

Please see the city's email below.

[Nicole Franklin](#)

St. Paul Haulers LLC.

[612-298-2990](tel:612-298-2990)

From: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Sent: Monday, May 13, 2019 3:02 PM

To: grevering.sph@gmail.com

Cc: Chao, Diana (CI-StPaul) <Diana.Chao@ci.stpaul.mn.us>

Subject: 1619 Juno Ave - 5/16 LH - Aspen

Importance: High

Hello Greg,

Patricia L. Pyne (and daughter with Power of Attorney- Kathleen Orme) has a hearing scheduled for this Thursday, 5/16. Her request is as follows:

“My mother has not lived at her home, 1619 Juno Ave., St. Paul since she broke her hip last summer. We started calling the city at the end of the summer into fall. We did not receive any return phone calls from the city. We then contact her assigned trash hauler: Aspen Waste Services and have a series of e-mails that followed from Aspen and also the city from early October through April of this year. I didnt' even get the proper service-hold form until mid October and by then it took some time to get the medical signatures. If the form would have been available or ready when I started calling, it could have been signed a lot faster!!! Attached is a pdf with the Service-Hold and e-mails documenting our request for the Service-Hold. My mother had another fall and has a couple cracks in her peliys. Please let me know if I can just come down on 5/16 or if she will need to as well. Thank you.”

Please see the attached for her email communications with Aspen. Can the City remove the pending Q4 2018 amount of \$80.90? It looks like she had a service hold set up with Stacey for Q4 2018. Please let me know ASAP.

Thanks!