

Highland Sanitation <info@highlandsanitation.com>
To:'Stephen Ellsworth'
Jun 4 at 4:37 PM

Stephen,
We will not be issuing a new bill.

1. I don't know what happened to your can. We were not notified that you were missing a can. Had you notified us, we would have brought one to you and this would not be an issue.
2. You did not have a vacancy or service hold on this property.
3. I don't have to even credit this time-period, because none of the rules were followed by you. I am trying to work with you. I have to follow the rules. Please pay your invoice balance with late charges and you will see the credit on your next invoice.

If you choose not to pay the balance, it will be turned over to the City of St. Paul on July 5, 2019.
Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: Stephen Ellsworth [mailto:sg_ellsworth@yahoo.com]
Sent: Tuesday, June 04, 2019 1:41 AM
To: Highland Sanitation
Subject: Re: ATTN BILLING

Thank you.
The cause of this problem is that you did not have a record in the office of what happened at my house.
If they had matched, there would not have been an issue.
I will look for the new bill.
- Steve

Stephen Ellsworth
651-707-5902
sg_ellsworth@yahoo.com

On Monday, June 3, 2019, 4:08:23 PM CDT, Highland Sanitation <info@highlandsanitation.com> wrote:

Good Afternoon!

Even though we have no record of removing the cart that you are missing and there is no formal written request to put your service on hold, we are willing to put a 3 month credit on your account that will show up on your next invoice. We can't change an original invoice. Please pay the balance in full along with late fees and you will see the credit adjustment on your next invoice.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: Stephen Ellsworth [mailto:sg_ellsworth@yahoo.com]
Sent: Monday, June 03, 2019 12:33 PM
To: Highland Sanitation
Subject: Re: ATTN BILLING

I saw that by May 17 you had brought a second 35 gallon cart to 788 Charles Avenue, finally making reality match your records. You are correct that there was never a request for a service hold or vacancy hold.

I understand that you want a paper trail for all service changes. I do not have a problem with following the rules. You, though, have had a problem for at least three months with providing the contracted service for which you billed me. You provided a single cart but billed for two. (No, I did not hide a cart in the garage and resent any implication that I would do so.)

I propose that you accept my last payment of \$70 as payment in full for the second quarter of 2019, because that matches the level of service you actually provided, regardless of what your papers show was requested. (I did not complain because that level of service matched my needs, and I thought that my wife had requested the change.) The third quarter billing can be the expected \$140 for two carts, which you are now providing.

I am quite willing to pay for the contracted service that I actually receive. Obviously a formal request for a service change may change the rate, but none of that is the issue here.

Thank you for giving this your attention, and I hope we can quickly reach a final resolution.
- Steve

Stephen Ellsworth
651-707-5902
sg_ellsworth@yahoo.com

On Wednesday, May 15, 2019, 3:36:29 PM CDT, Highland Sanitation <info@highlandsanitation.com> wrote:

Dear Stephen,

I do show that one 64 gallon cart was removed on January 18, 2019 and replaced with a 35 gallon weekly cart.

Then I show that there was an extra 35 gallon cart at this location that was removed on February 22, 2019. I have no paperwork requesting this address be put on a service hold or vacancy hold. We are required to have a paper trail for any addresses placed on service hold. Vacancy holds can only be set up through the City of St. Paul.

My records are showing that you have two 35 gallon carts for weekly pickup, one 35 gallon cart for each unit. If you are missing a can, we will replace it for you.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: Stephen Ellsworth [mailto:sg_ellsworth@yahoo.com]
Sent: Tuesday, May 14, 2019 3:06 PM
To: Highland Sanitation
Subject: Re: ATTN BILLING

Just to be clear, I did not suspend half the service. I have not been the one who has removed half the bins from behind the garage. That has been entirely your action. Yes, my wife did try to get the service changed to one 35 gallon container weekly, and another 35 gallon container bi-weekly, but you managed to screw that up and give us three trash containers before deciding that only one was the appropriate solution.

To my knowledge, neither my wife nor I contacted the city to list one unit as vacant and stop service for it. THAT IS NOT MY COMPLAINT!

You are billing me for service you are not providing. That is fraud. I am willing to pay for service that I actually receive, but since you have not provided the requested service for almost three months, I am not willing to pay the entire bill. You should have by now received my check for \$70.34 (as I remember) to cover the service you are providing for April through June. Your original charge of \$140.68 was for service that you were not providing and therefore should not have billed for.

How about this for a solution: I will contact the city and list one unit as vacant so you will be informed not to provide service to it. And because you are not, and have not, been providing the service, you simply leave things as they are, with only one container, until you are notified of a change request. There is no reason to bring a second set of containers which will remain empty until you remove them a week later.

Thanks.
- Steve

Stephen Ellsworth
651-707-5902
sg_ellsworth@yahoo.com

On Wednesday, May 8, 2019, 3:46:23 PM CDT, Highland Sanitation <info@highlandsanitation.com> wrote:

Good Afternoon!

I can understand your frustration!

Please see the following link on the contract rules for service hold: <https://www.stpaul.gov/departments/public-works/garbage/residential-garbage/additional-garbage-services#Service>

On the website you will see it says: To suspend garbage service, you must notify your hauler at least two weeks prior to any service hold start date. Service holds can be placed twice per year, must be made for a minimum of four weeks, and can be up to a total of 26 weeks. If your unit is going to be vacant for an extended period of time, please contact the City at our garbage information line, 651-266-6101, to discuss available options.

Our truck and employees have been at your address every week. We have provided the service that you are paying for. If you are not putting your can out due to vacancy, you need to contact the City of St. Paul. The City of St. Paul requires every household unit to have trash service, as a hauler, we need the proper paperwork to suspend any service. To suspend the service, you have to fill out the proper forms in advance.

Your service will remain the same until we receive a service hold form or you have filed with the City of St. Paul to list your property as vacant.

Please let me know if you have any other questions.

From: Stephen Ellsworth [mailto:sg_ellsworth@yahoo.com]
Sent: Tuesday, May 07, 2019 3:43 PM
To: Highland Sanitation
Subject: Re: ATTN BILLING

Susan -

My points are that (1) you are not providing the service for which you are billing me and have not been providing it since March, and (2) I would like to be billed for what you are currently providing.

If I need to contact the city to get you to provide what you currently are, I can do that. But the city should also know that you have not been providing what you said you would and what you are billing me for. Or we could leave the service as it is, with billing adjusted accordingly, and make changes in the future when needed.

I am not asking you to make a change in the past. I am asking you to adjust your billing to match the reality of the change you did make in March.

Thank you.
- Steve

Stephen Ellsworth
651-707-5902
sg_ellsworth@yahoo.com

On Monday, May 6, 2019, 5:14:03 PM CDT, Highland Sanitation <info@highlandsanitation.com> wrote:

Good Afternoon!

Do you have a vacancy filed with the City of St. Paul? I can't change your service based on a request such as this. Any service holds due to vacancy have to be filed with the City of St. Paul and then they notify us of the change. Also, any changes to service are in the future. Letting us know in May that you started renovations in March, will not change any service in the past. I believe they have vacancy request forms on their website.

We also are not allowed to make changes to an original invoice. You will need to pay the invoice in full along with any late fees. If you don't we have to forward the balance to the City.

Please let me know if you have any other questions.

Sincerely,

Susan Stewart
Highland Sanitation & Recycling Inc.

From: Stephen Ellsworth [mailto:sg_ellsworth@yahoo.com]
Sent: Friday, May 03, 2019 11:50 AM
To: info@highlandsanitation.com
Subject: ATTN BILLING

Customer Account # 024661
Stephen G Ellsworth
626 Brimhall Street
Saint Paul, MN 55116-1511

Regarding service at 788 Charles Avenue, Saint Paul, MN 55104

You are billing us for 35 gallon trash service weekly for both units.
There is only one trash bin and one recycling bin at the unit, and it has been that way since March.
This is just fine for now, as the second unit is undergoing some renovation and is currently unoccupied.
When that changes, I will inform you so the necessary changes can be made.

I want:

1. The service to remain as it is - one 35 gallon trash service weekly.
2. The billing adjusted to reflect the current service, \$70.34 per quarter total.

I will pay you \$70.34 for 04/01/2019 through 06/30/2019. The check will be sent early next week.

I am attaching a photograph taken on Wednesday 01 May showing the trash and recycling bins.

Thank you.
- Steve

Stephen Ellsworth
651-707-5902
sg_ellsworth@yahoo.com

This is the photo referenced above:



Copies of checks electronically issued by U.S. Bank to Highland Sanitation.

DOCUMENT CONTAINS COLORED BACKGROUND ON WHITE PAPER. VOID FEATURE. EMULATED WATERMARK (REVERSE SIDE). MICROPRINT BORDER.

Account: [REDACTED] PLEASE POST THIS PAYMENT FOR OUR MUTUAL CUSTOMER **\$144.10**

Please Direct Any Questions To 2/910
(800) 978-8322
OUR OPERATIONS DEPARTMENT 0000005955

TRUDIE ELLSWORTH
826 BRIMHALL ST
SAINT PAUL, MN 55118-1511

US BANK NA
02274 8000225 083409 083409 0000100030 143396

MEMO: See email with new invoice.

January 25, 2019

Pay **ONE HUNDRED FORTY FOUR AND 19/100** DOLLARS

\$ *****144.10

TO THE ORDER OF: HIGHLAND SANITATION
PO BOX 10
VERMILLION, MN 55085-0010

VOID
Void After 180 DAYS.
Signature On File
This check has been authorized
by your depositor

DOCUMENT CONTAINS COLORED BACKGROUND ON WHITE PAPER. VOID FEATURE. EMULATED WATERMARK (REVERSE SIDE). MICROPRINT BORDER.

Account: [REDACTED] PLEASE POST THIS PAYMENT FOR OUR MUTUAL CUSTOMER **\$70.34**

Please Direct Any Questions To 2/910
(800) 978-8322
OUR OPERATIONS DEPARTMENT 0000005982

TRUDIE ELLSWORTH
826 BRIMHALL ST
SAINT PAUL, MN 55118-1511

US BANK NA
00498 6330750 013108 013108 0000100030 813092

MEMO: 788 Charles - one 36 gal weekly

May 08, 2019

Pay **SEVENTY AND 34/100** DOLLARS

\$ *****70.34

TO THE ORDER OF: HIGHLAND SANITATION
PO BOX 10
VERMILLION, MN 55085-0010

VOID
Void After 180 DAYS.
Signature On File
This check has been authorized
by your depositor

DOCUMENT CONTAINS COLORED BACKGROUND ON WHITE PAPER. VOID FEATURE. EMULATED WATERMARK (REVERSE SIDE). MICROPRINT BORDER.

Account: [REDACTED] PLEASE POST THIS PAYMENT FOR OUR MUTUAL CUSTOMER **\$84.41**

Please Direct Any Questions To 2/910
(800) 978-8322
OUR OPERATIONS DEPARTMENT 0000005993

TRUDIE ELLSWORTH
826 BRIMHALL ST
SAINT PAUL, MN 55118-1511

US BANK NA
00089 6579134 026195 026195 00022/00029 126181

July 19, 2019

Pay **EIGHTY FOUR AND 41/100** DOLLARS

\$ *****84.41

TO THE ORDER OF: HIGHLAND SANITATION
PO BOX 10
VERMILLION, MN 55085-0010

VOID
Void After 180 DAYS.
Signature On File
This check has been authorized
by your depositor

DOCUMENT CONTAINS COLORED BACKGROUND ON WHITE PAPER. VOID FEATURE. EMULATED WATERMARK (REVERSE SIDE). MICROPRINT BORDER.

Account: [REDACTED] PLEASE POST THIS PAYMENT FOR OUR MUTUAL CUSTOMER **\$140.88**

Please Direct Any Questions To 2/910
(800) 978-8322
OUR OPERATIONS DEPARTMENT 0000005999

STEPHEN ELLSWORTH
826 BRIMHALL ST
SAINT PAUL, MN 55118-1511

US BANK NA
02509 6702205 067308 067308 00004/00020 147294

August 23, 2019

Pay **ONE HUNDRED FORTY AND 88/100** DOLLARS

\$ *****140.88

TO THE ORDER OF: HIGHLAND SANITATION
PO BOX 10
VERMILLION, MN 55085-0010

VOID
Void After 180 DAYS.
Signature On File
This check has been authorized
by your depositor