

Moermond, Marcia (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, March 4, 2020 2:46 PM
To: Moermond, Marcia (CI-StPaul)
Subject: FW: Aspen Complaints 2/4/20

From: Swanson, Christopher (CI-StPaul)
Sent: Wednesday, February 5, 2020 9:22 AM
To: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: FW: Aspen Complaints 2/4/20

From: grevering.sph@gmail.com [<mailto:grevering.sph@gmail.com>]
Sent: Wednesday, February 5, 2020 9:02 AM
To: Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: FW: Aspen Complaints 2/4/20

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

Chris,
Please see update from Aspen.

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

763-295-2054

From: Sanders, Stacey <ssanders@aspenwaste.com>
Sent: Wednesday, February 5, 2020 8:53 AM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>; Bauman, Cydnee <cbauman@aspenwaste.com>
Subject: RE: Aspen Complaints 2/4/20

Good Morning

We received a call from Ms. Finger on 9/4/19 to schedule pick up of 2 cabinets. We scheduled it for the next service day 9/5/19 to be collected. When the driver arrived at the home there were 4 cabinets and a sink out. We instructed him to only take 2 cabinets as that is what the customer requested us to do. After that we do not have record of any follow up calls placed by the customer to reschedule the pickup of the other 3 items.

Thank you

Stacey Sanders
Aspen Waste Systems
Office Operations Manager

ssanders@aspenwaste.com

612-884-8017

Aspen. The clean, green way.

www.aspenwaste.com

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, February 4, 2020 4:02 PM

To: Sanders, Stacey <ssanders@aspenwaste.com>; Bauman, Cydnee <cbauman@aspenwaste.com>

Subject: FW: Aspen Complaints 2/4/20

Stacey,

Please see service complaint below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, February 4, 2020 3:56 PM

To: grevering.sph@gmail.com

Cc: Black, Alisha (CI-StPaul) <Alisha.Black@ci.stpaul.mn.us>; Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>

Subject: FW: Aspen Complaints 2/4/20

From: Haas, Sarah (CI-StPaul)

Sent: Tuesday, February 4, 2020 3:43 PM

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

Subject: Aspen Complaints 2/4/20

Date of Complaint	Address	Caller Name	Caller Phone	Hauler
2/4/2020	971 Beech Street	Abby Finger	763-495-7867	Aspen Waste

Sarah Haas



Solid Waste Specialist

Saint Paul Public Works

800 City Hall Annex, 25 West 4th Street

Saint Paul, MN 55102

P: 651-266-6216

F: 651-266-6222

sarah.haas@ci.stpaul.mn.us

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