

## Highland Sanitation

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**From:** Lucy Bloedoorn <lucybloedoorn@gmail.com>  
**Sent:** Wednesday, March 06, 2024 5:52 PM  
**To:** Highland Sanitation  
**Subject:** Re: Account Payment  
**Attachments:** truA.jpg

Tracy,

See attached, I hit the wrong button.

Lucy

On Wed, Mar 6, 2024 at 5:49 PM Lucy Bloedoorn <[lucybloedoorn@gmail.com](mailto:lucybloedoorn@gmail.com)> wrote:

Tracy,

When I met with the branch manager at the Trustone Financial Credit Union, in Roseville, Oksana Kushneryk today, she informed me that the paper checks had been sent to Highland Sanitation. See the attached files.

I suggest the following: given that the paper checks are in your possession, and that Ms. Kushneryk couldn't find a history of any irregularities on my autopay account, I would like those checks sent to me, so I can share them with Ms. Kushneryk, so that she can determine the cause of the problems with my account, and so Highland and I come up with a repayment plan, that I can afford, the regular quarterly rate, plus a fraction of the back payments. In one of your emails, I believe you me (I think), you mentioned having a problem with my Trustone debit card payment. I was so concerned with the autopay issue, I forgot to mention that to Ms. Kushneryk. Please send me documentation of that, too, so I can go back to Trustone and see what that was about. In fairness, as your letter of 3/1/2024, mentions possible late fees, if such fees have been levied, I think they should be waived, as Ms. Kushneryk, stated in our meeting this afternoon, that during the relevant time period, and at present, for the record, there are no issues with my account.

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Tracy, No problem, thanks for letting me know.

Lucy

On Wed, Mar 6, 2024 at 10:20 AM Highland Sanitation <[info@highlandsanitation.com](mailto:info@highlandsanitation.com)> wrote:

Lucy,

I incorrectly typed one of the check amounts, please see the following:

1/31/24	5068	\$35.00
1/17/24	5067	\$95.00
11/6/23	5066	\$120.20
9/2023	4050	\$61.61

I do not have the date on the check from September but it was deposited 9/18/23. We moved to a new office and all of the checks from 2023 have not been moved to our new location yet.

Tracy

Accounts Receivable

Highland Sanitation and Recycling Inc

651-437-0001

[info@highlandsanitation.com](mailto:info@highlandsanitation.com)

**From:** Lucy Bloedoorn [mailto:[lucybloedoorn@gmail.com](mailto:lucybloedoorn@gmail.com)]

**Sent:** Wednesday, March 06, 2024 9:45 AM

**To:** Highland Sanitation

**Subject:** Re: Account Payment

Tracy,

Can you give me the dates on those numbered checks?

The mystery deepens. I'm really sorry about all of this.

I'm back in touch today with Truestone. I'll let you know what I find out.

Lucy

On Wed, Mar 6, 2024, 9:27 AM Highland Sanitation <[info@highlandsanitation.com](mailto:info@highlandsanitation.com)> wrote:

Lucy,

Thank you for your response.

You were on autopay with a credit card but it was declined several times. We attempted to reach you by email in October 2023 but we did not receive a response and the credit card was removed.

We received four checks from Trustone and all have been returned as unable to locate account. The checks were as follows:

4050 - \$610.61

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I hope this information will be helpful. Please call us if you have any questions. We may be reached at 651-437-0001.

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**Subject:** Re: Account Payment

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I can document through Trustone that the checks were sent. It appears that they were not cashed, as there's no record of them being cashed, and if they were cashed at a time when I didn't have the funds to cover them, I have no record of overdraft fees related to those checks.

Also, the last person I was in contact with at Trustone, via chat, said my AutoPay account had been compromised by a fake payee, named Mazy (my spelling maybe off) Greenberg, as of 2/8/2024. I got disconnected from that chat this evening, so unless Jennifer S., calls me back, I can't get that figured out until tomorrow, which I'd Wednesday, at the earliest. I don't know if my fraud issue has anything to do with my AutoPay difficulties with Highland.

I intend to take care of my payment issue with Highland. My situation is that I'm retired, and my income is limited, and mostly spoken for by my other creditors. I will have more information for you after I contact Trustone

Lucy Bloedoorn

On Thu, Feb 29, 2024, 3:00 PM Highland Sanitation <[info@highlandsanitation.com](mailto:info@highlandsanitation.com)> wrote:

Good Afternoon Lucy Bloedorn,

This is a courtesy email regarding your account #23049 with Highland Sanitation and Recycling Inc. Please call us regarding returned payments.

Please call 651-437-0001 between the hours of 8:00am-4:30pm, Monday thru Friday.

Thank you.

Tracy

Accounts Receivable

Highland Sanitation and Recycling Inc

651-437-0001

[info@highlandsanitation.com](mailto:info@highlandsanitation.com)

23049

### Highland Sanitation & Recycling

20700 Donnelly Ave  
Farmington, MN 55024  
Phone: (651) 437-0001  
Fax: (651) 437-3892

### AR Activity by Date Range

From 7/1/2023 To 3/8/2024

Date	Account Number
3/8/2024	023049

#### Bill To

LUCY P BLOEDOORN  
1056 OXFORD ST N  
SAINT PAUL, MN 55103-1248

Contact: Lucy P Bloedorn  
Customer Class: RES STP  
Billing Cycle: STP - Q1  
Terms: Net 20 Days

#### Current Aging as of 3/8/2024

Current	Past Due				Total Due
	1 To 25	26 To 55	56 To 85	Over 85 Days	
\$ 0.00	\$ 5.63	\$ 123.07	\$ 0.00	\$ 158.94	287.64

Running Total

Date	Type	Batch#	Invoice #	Reference #	Site ID	Period	Amount
3/1/2024	Charge			0000260455	023049-0001	2024 - 03	\$5.63
2/22/2024	NSF Payment	0000074293		0000005066		2024 - 02	\$120.20
2/22/2024	NSF Payment	0000075778		0000005067		2024 - 02	\$95.00
2/22/2024	NSF Payment	0000076361		0000005068		2024 - 02	\$35.00
2/22/2024	NSF Payment	0000072683		4050		2024 - 02	\$61.61
2/6/2024	Check	0000076361		0000005068 SEC		2024 - 02	-\$35.00
2/1/2024	Charge			0000260786	023049-0001	2024 - 03	\$5.63
1/23/2024	Check	0000075778		0000005067 NS		2024 - 01	-\$95.00
1/5/2024	Invoice	0000009891	0001189578			2024 - 01	\$112.57
11/14/2023	Check	0000074293		0000005066 NS		2023 - 11	-\$120.20
11/1/2023	Charge			0000244799	023049-0001	2023 - 11	\$4.87
10/5/2023	Invoice	0000009760	0001153013			2023 - 10	\$104.26
9/18/2023	Check	0000072683		4050 NS		2023 - 09	-\$61.61
9/14/2023	Check	0000072630		0000009002 SEC		2023 - 09	-\$60.00
9/1/2023	Charge			0000237285	023049-0001	2023 - 09	\$5.21
8/1/2023	Charge			0000233521	023049-0001	2023 - 08	\$5.21
7/5/2023	Invoice	0000009661	0001117414			2023 - 07	\$104.26

## Highland Sanitation

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**From:** Highland Sanitation <info@highlandsanitation.com>  
**Sent:** Wednesday, March 13, 2024 1:37 PM  
**To:** 'Lucy Bloedoorn'  
**Subject:** 1056 N OXFORD ST  
**Attachments:** 23049 Returned Checks.pdf

Lucy,

Your account has been reviewed and attached are the four returned checks. The four returned check fees of \$30.00 each have been applied to your account.

If payment is not received by 4:00pm on March 29, 2024 a 5% late fee will be applied to the account. If payment is then not received by 4:00pm on April 4, 2024, all unpaid balances are turned over to the City of St. Paul. We are unable to carry over balances from one billing quarter to the next. The new billing quarter is April 5, 2024 at which time all St. Paul contract accounts start with a zero balance.

Tracy  
Accounts Receivable  
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651-437-0001  
info@highlandsanitation.com

**From:** Lucy Bloedoorn [mailto:lucybloedoorn@gmail.com]  
**Sent:** Friday, March 08, 2024 5:00 PM  
**To:** Highland Sanitation  
**Subject:** Re: Account Payment

Tracy,

Thanks for letting me know.

Lucy

On Fri, Mar 8, 2024 at 4:27 PM Highland Sanitation <[info@highlandsanitation.com](mailto:info@highlandsanitation.com)> wrote:

Lucy,

Your account is being reviewed for all returned checks and declined credit card.

If you have any questions, please reach us at 651-437-0001 or [info@highlandsanitation.com](mailto:info@highlandsanitation.com). We are available Monday-Friday, 8:00am-4:30pm.

Bloedoorn, Lucy

23049

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