

1374 Van Buren Ave

From: Yang, Tina (tyang@aspenwaste.com)

To: gigiyau@yahoo.com

Date: Wednesday, October 30, 2019, 03:50 PM CDT

The vacation hold was from January 11, 2019 to May 17, 2019. Your credit was given to you on July, August, and September cover your July, August, and Sept bill. You have a reminder credit of \$28.07 which applied to your October, November and is \$32.76. The trash bill are to be paid even though your on vacation and when you return from the vacation. The credit will cycling. The April, May, and June was never paid therefore it was sent to the city to be put on to your property taxes.

2.8 Suspended Collections Due To Extended Leave

Consortium shall suspend Services for extended absence of at least four (4) consecutive weeks from a RDU related to:

- Vacation or other traveling;
- Temporary employment relocation;
- Temporary education relocation;
- Extended absence from home due to health reasons
- Other similar temporary absence.

It is not a legitimate absence for an RDU to apply for a Suspended Collection as a means to avoid required Trash Collection service under this Contract. An RDU must give the Consortium, or applicable Consortium Member, a minimum of two (2) weeks advance notice that the RDU will not require Services for at least four (4) consecutive weeks, but no more than twenty-six (26) consecutive weeks because of an extended leave. The RDU must provide notice of the date on which Services should be suspended and the date on which Services should re-start. An RDU may suspend Services no more than twice per calendar year and the total suspension time in any calendar year shall not exceed twenty-six (26) weeks. The RDU will be credited any payment for Residential Collection Services not provided during the period in which the RDU provided notices of suspended collection. Any credit due for Suspended Collection will be calculated using a pro-rata weekly cost based on the total monthly Trash Collection Costs, plus all disposal fees, taxes, and any Additional Service Option Costs, as outlined per the Contract. **Such credit shall be reflected on the next invoice when Service is re-started.** If the RDU changes ownership and the RDU has paid for Services in excess of two (2) weeks, provided the Consortium has verified such payment, the former owner shall be sent a refund within thirty (30) days of notifying Consortium to cancel services, subject to any offset for amounts owed to Consortium. RDUs with Suspended Collection shall be directed by the Consortium to store their Cart in a secure, indoor location.

An RDU may not suspend collections under this provision in order to share Services with another RDU. If Consortium denies a request for Suspended Collections, the Consortium shall cooperate with the City's investigation of any RDU's complaint regarding such denial.

Customer # Customer Name / Address Mon

2 -0115539 5 KIN CHEE GIGI YAU / 1374 VAN BUREN AVE

Customer Profile Notepad Work Orders Services [1] Contract Price **A/R History** Sales History Open

Post Date 

Offset#

Comments

Next Call

CC/eCheck Batch Payment Interactive Cash Receipt Deposit Receipt Xfer To/From AR/D

| Entry Date | Post Date | Invoice/Description | Amount |
|--------------|--------------|------------------------------|--------|
| Mon 10/21/19 | Mon 10/21/19 | AGED NO STATEMENT 10/21/19 | |
| Mon 10/07/19 | Mon 10/07/19 | STATEMENT BALANCE 10/07/19 | |
| Tue 10/01/19 | Mon 10/07/19 | AUTO SERVICE OCT 1 TO DEC 31 | 6 |
| Tue 10/01/19 | Fri 10/04/19 | STATEMENT BALANCE 10/01/19 | |
| Fri 09/20/19 | Fri 09/20/19 | AGED NO STATEMENT 09/20/19 | |
| Tue 08/20/19 | Tue 08/20/19 | AGED NO STATEMENT 08/20/19 | |
| Mon 07/22/19 | Mon 07/22/19 | AGED NO STATEMENT 07/22/19 | |
| Fri 07/05/19 | Fri 07/05/19 | STATEMENT BALANCE 07/05/19 | |
| Mon 07/01/19 | Fri 07/05/19 | AUTO SERVICE JUL 1 TO SEP 30 | 6 |
| Mon 07/01/19 | Fri 07/05/19 | 343172 | 8 |
| Mon 04/01/19 | Wed 07/03/19 | INVOICE | 6 |
| Mon 07/01/19 | Mon 07/01/19 | STATEMENT BALANCE 07/01/19 | |
| Mon 07/01/19 | Mon 07/01/19 | F/C | |
| Thu 06/20/19 | Thu 06/20/19 | AGED NO STATEMENT 06/20/19 | |



Customer # Customer Name / Address M

2 -0115539 5 KIN CHEE GIGI YAU / 1374 VAN BUREN AVE

Customer Profile Notepad Work Orders Services [1] Contract Price **A/R History** Sales History Op

Post Date

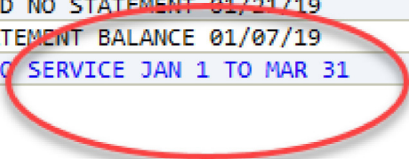
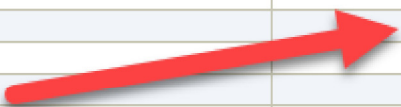
Offset#

Comments

Next Call

CC/eCheck Batch Payment **Interactive Cash Receipt** **Deposit Receipt** **Xfer To/From AR**

| Entry Date | Post Date | Invoice/Description | Amount |
|--------------|--------------|------------------------------|--------|
| Sat 06/01/19 | Mon 06/03/19 | F/C | |
| Mon 05/20/19 | Mon 05/20/19 | AGED NO STATEMENT 05/20/19 | |
| Wed 05/01/19 | Wed 05/01/19 | F/C | |
| Mon 04/22/19 | Mon 04/22/19 | AGED NO STATEMENT 04/22/19 | |
| Fri 04/05/19 | Fri 04/05/19 | STATEMENT BALANCE 04/05/19 | |
| Mon 04/01/19 | Fri 04/05/19 | AUTO SERVICE APR 1 TO JUN 30 | |
| Mon 04/01/19 | Thu 04/04/19 | 333329 | |
| Wed 03/20/19 | Wed 03/20/19 | AGED NO STATEMENT 03/20/19 | |
| Wed 02/20/19 | Wed 02/20/19 | AGED NO STATEMENT 02/20/19 | |
| Tue 02/12/19 | Tue 02/12/19 | PMT VISA-XX1155 05983D | |
| Fri 02/01/19 | Fri 02/01/19 | F/C | |
| Mon 01/21/19 | Mon 01/21/19 | AGED NO STATEMENT 01/21/19 | |
| Mon 01/07/19 | Mon 01/07/19 | STATEMENT BALANCE 01/07/19 | |
| Tue 01/01/19 | Mon 01/07/19 | AUTO SERVICE JAN 1 TO MAR 31 | |



Tina Yang
 Dispatch/Customers Service

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Aspen. The clean, green way.

www.aspenwaste.com