

# RECEIVED

JUL 26 2017

Elsie Mayard,

COMPLAINT

COUNCILMEMBER  
DAI THAO

TO

Council member Thao for my area and to protected people for unfair abuse and discrimination, against I believe 2015 it was a hearing in front of the city council about issue with a bill dispute with utilities company at the time I asking the time to have attorney to represent me and I did, so for whatever happening with that. I was told that City will not harasses me again I was told just that, and now 2017 City of Saint Paul looking to collected money for utility company, or about June 22-2017 I receive a notice from Sean Westenhofer Badge #330 when I receive the notice it was too late so next day June 23-2017 I call Sean Westenhofer I asking him why I am getting this notice from him he told me he was told to send that notice to me and Sean Westenhofer to me that I have 10 days to appeals at was on Friday June 23-2017, and on Tuesday June 26-2017 Sean Wentenhofer came to my house telling me he wanted me to move out of my house he posted lots of papers all over my house order me to move out of my house and June 26-2017 I go to appeal the notice they give me also copy that Sean Wentenhofer wanted me to move out of my house, in that both order indicated that Electrical disconnected for nonpayment false because is a bill dispute second order is for Garage to replace roof claim that is a violation, I appeal both order, the appeal was set up on July 11, 2017 11:30 am when I go to the hearing I was there before that time and they call even people whose was late and the hearing officer Marcia Moermond call me last I was

Elsie Mayard,

COMPLAINT

TO

THE CITY OF SAINT PAUL AND

The council member THOA

On July 31, 2015 I receive a Correction Notice in mail address PO Box 4733 Elsie Mayard 755W, Minnehaha Ave St. Paul 55104.

On Monday August 3, 2015 I call the phone number 651-266-1924 there is no answer so I left a

Voice messages anyone call me back, so I went to downtown to talk about this paper Of

Correction that I receive and said I wanted to appeals so I explain to the person in the

front Desk why I wanted to appeals, the person front desk gives me a form to field out

to appeals and to pay \$25.00 and I pay. My hearing date was set up for August 4, 2015

at 11: 30am and

Before I wanted to the hearing I call the phone number again this time the Inspector pick

The Phone and I talk with the inspector Sean Westenhofer Badge#330 after we talk I asking him are

You coming to the hearing he said to me yes. I went to the hearing inspector Sean

Westenhofer

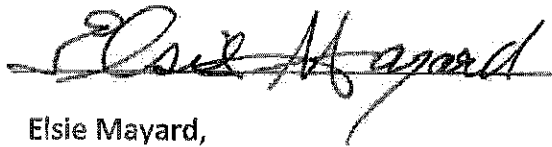
Was not coming to the hearing a person who is there was Paula Seeley she been having beef with me for some time March 18-2015 I having put City of St. Paul on Notice about Paul Seeley Been a bused of her power and abuses of me no one done nothing about it.

On August 4, 2015 At the hearing Paul Seeley come up in my face she said she is going to lone me a lasing and She going to make sure she put me out of my house. I did not said

nothing to her I went back in Front desk I asking the person in the front desk to schedule the hearing for other time I was Told no Hearing go on at the hearing Paul Seeley call Xcel Energy asking Xcel to send Email to Hearing officer to said that Xcel call Police to my house to take all meter off at my house and to Cut all line of power in the street poles I am witness all of that at the hearing. Then Xcel sent The information to Paula Seeley and the hearing officer while I am at the hearing all those thing

Happen at the hearing officer who get those document send to her the hearing officer know, that Was set up to frame me the hearing officer did not do nothing about its hearing officer said that September 16, 2015 she is going to bring the matter to City Council because I told the hearing Officer I am going to be out I am not going to be available. I get home is was false and lied Xcel Did not take the meter out of the house that is a plain for Paula Seeley have to committee a Conspiracy in August 4, 2015 and abuse her power the City of St. Paul gives to her. On August 5, 2015 Paula Seeley sent inspector to my house to remove me from my house said that I need to Get out of my house ASAP include told other people to move out of my house. I have put a call To the hearing officer to inform what Paula Seeley have been done Paula Seeley wanted to prove To me her eagles and violated of my rights under the US Constitution.

At this point I wanted for the City Council Thao of Saint Paul to take action on this matter



Elsie Mayard,

Dated August 5, 2015

755 W, Minnehaha Ave

St. Paul, MN 55104

Phone 218-260-55

RECEIVED - 6-21-2017

DEPARTMENT OF SAFETY AND INSPECTIONS  
Steve Magner, Manager of Code Enforcement



CITY OF SAINT PAUL  
Christopher B. Coleman, Mayor

375 Jackson Street., Suite 220  
Saint Paul, MN 55101-1806

Telephone: 651-266-8989  
Facsimile: 651-266-1919  
Web: [www.stpaul.gov/dsi](http://www.stpaul.gov/dsi)

- Yog hais tias koj hais tsis to taub tsab ntawv no, hu rau tus txhais lus ntawm (651) 266-8989. Nws yog pab dawb zwb.
- Si necessita un traductor, por favor llamanos al (651)266-8989. No costo.

330

June 21, 2017

Elsie M Mayard  
755 Minnehaha Ave W  
Saint Paul MN 55104-1626

## CORRECTION NOTICE

RE: 755 MINNEHAHA AVE W  
File #: 17-051838

Dear Sir or Madam:

The City of Saint Paul, Department of Safety and Inspections has inspected the above referenced property on **June 21, 2017** and has determined that the following deficiencies exist in violation of the Saint Paul Legislative Code<sup>1</sup> (see footnote 1, below).

1. Lack of Electricity. **Immediately restore electrical service.** Failure to provide proper electrical service will result in these premises being declared Unfit for Human Habitation and ordered vacated for lack of this basic facility. Use of candles, fuel operated lighting or extension cord wiring is not permitted while the power is off.
2. **GARAGE:** The roof is deteriorated, defective, or in a state of disrepair. **Repair or replace the roof covering to a sound, tight and water impervious condition.** Permit may be required.

You are hereby notified to correct these deficiencies in accordance with the appropriate codes. The Enforcement Officer will re-inspect these premises on **June 26, 2017**, by which date the violations noted must be corrected. **Failure to correct these deficiencies may result in the issuance of criminal charges<sup>2</sup>** and/or a civil lawsuit, and possible abatement/assessment by the City. All repairs and new installations must be made in accordance with the appropriate codes. Permits may be obtained by calling 651-266-8989.

You may file an appeal to this notice by contacting the City Clerk at 651-266-8585. Any appeal must be made in writing within 10 days of this notice. (You must submit a copy of this Notice when you appeal, and pay a filing fee.)

If you have any questions or request additional information, please contact me. To arrange an appointment or request an extension of time to complete repairs, you will need to speak directly to me at 651-266-1914.

June 21, 2017  
755 MINNEHAHA AVE W  
Page 2 of 2

Sincerely,

**Sean Westenhofer**  
**Badge # 330**  
**CODE ENFORCEMENT OFFICER**

Footnotes:

- <sup>1</sup> To see the Legislative Code go to [www.stpaul.gov](http://www.stpaul.gov) on the internet, click on "Departments", then click on "Department of Safety and Inspections", scroll down the page for the "Codes". Most Correction Notices derive from Chapter 34.
- <sup>2</sup> Criminal charges can be brought on the day the violation is observed, but generally we allow time to correct unless this is a repeat violation.

SW

**WARNING** Code inspection and enforcement trips cost the taxpayers money. If the violations are not corrected within the time period required in this notice, the city's costs in conducting a reinspection after the due date for compliance will be collected from the owner rather than being paid by the taxpayers of the city. If additional new violations are discovered within the next following 12 months, the city's costs in conducting additional inspections at this same location within such 12 months will be collected from the owner rather than being paid by the taxpayers of the city. Any such future costs will be collected by assessment against the real property and are in addition to any other fines or assessments which may be levied against you and your property.

cn60100 4/13



CITY OF SAINT PAUL  
Christopher B. Coleman, Mayor

375 Jackson Street., Suite 220  
Saint Paul, MN 55101-1806

Telephone: 651-266-8989  
Facsimile: 651-266-1919  
Web: [www.stpaul.gov/dsj](http://www.stpaul.gov/dsj)

330.0

June 27, 2017

## NOTICE OF CONDEMNATION AS UNFIT FOR HUMAN HABITATION AND ORDER TO VACATE

Elsie M Mayard  
755 Minnehaha Ave W  
Saint Paul MN 55104-1626

Dear Sir or Madam:

The Department of Safety and Inspections, Division of Code Enforcement, has determined that the dwelling and premises at **755 MINNEHAHA AVE W** is "Unfit for Human Habitation". In accordance with Saint Paul Legislative Code, Chapter 34, Section 23, the premises will be placarded on **June 27, 2017** and ordered vacated no later than **July 5, 2017**.

Your attention is called to the following provisions of Section 34.23, Subsection 6 entitled, "Vacation of Structure or Unit":

**"Any residential structure or residential unit which has been condemned or placarded as unfit for human habitation shall be vacated within the time set forth in the placard and/or order. It shall be unlawful for any person to let to any person for human habitation any structure or unit so condemned or placarded, and no person shall occupy the structure or unit after the date set forth in the placard and/or notice."**

**THIS DWELLING SHALL NOT AGAIN BE USED FOR HUMAN HABITATION  
UNTIL WRITTEN APPROVAL IS SECURED FROM THE CITY OF SAINT PAUL;  
DEPARTMENT OF SAFETY AND INSPECTIONS, DIVISION OF CODE  
ENFORCEMENT**

**Principle Violations:** These deficiencies must be corrected before this condemnation and vacate order will be removed.

1. **UNIT #1 - Lack of Electricity.** Immediately restore electrical service. Failure to provide proper electrical service will result in these premises being declared Unfit for Human Habitation and ordered vacated for lack of this basic facility. Use of candles, fuel operated lighting or extension cord wiring is not permitted while the power is off. **ELECTRICAL DISCONNECTED FOR NONPAYMENT AND HAS BEEN CUT AT THE POLE. PLEASE CONTACT XCEL TO RESTORE ELECTRICAL SERVICES TO THE UNIT.**

**Other Violations:** These deficiencies must be corrected in order to bring this property into compliance with the Saint Paul Legislative Code.

2. **GARAGE -** The roof is deteriorated, defective, or in a state of disrepair. **Repair or replace the roof covering to a sound, tight and water impervious condition. Permit may be required.**

Authorization to reoccupy this/these dwelling unit(s) will not be given until it is demonstrated that all principal violations have been corrected and that no new conditions exist which could constitute material endangerment or which threaten the peace, health, safety or welfare of the occupants of this building.

All repairs and new installations must be made in accordance with the appropriate codes. Permit information may be obtained from the Building Inspection and Design Section, 375 Jackson Street, Suite 220, (651) 266-8989.

You may file an appeal to this notice by contacting the City Clerk's Office at (651) 266-8688. Any appeal must be made in writing within 10 days of the date of this notice.

It is the responsibility of the property owner to keep all buildings secured and to properly maintain the premises at all times.

**If you have any questions concerning this matter, please contact the Inspector, Sean Westenhofer, at 651-266-1914. To arrange an appointment or request an extension of time to complete repairs, you will need to speak directly to the inspector.**

Sincerely,

**Sean Westenhofer**  
Code Enforcement Officer

SW

c: Posted to ENS

uhh60103 4/11



# APPLICATION FOR APPEAL

## Saint Paul City Council – Legislative Hearings

RECEIVED

JUN 27 2017

CITY CLERK

310 City Hall, 15 W. Kellogg Blvd.

Saint Paul, Minnesota 55102

Telephone: (651) 266-8585

We need the following to process your appeal:

\$25 filing fee (non-refundable) (payable to the City of Saint Paul)

(if cash: receipt number waived)

Copy of the City-issued orders/letter being appealed

Attachments you may wish to include

This appeal form completed

Walk-In OR ☐ Mail-In

for abatement orders only: ☐ Email OR ☐ Fax

### HEARING DATE & TIME

(provided by Legislative Hearing Office)

Tuesday, July 11, 2017

Time 11:30 a.m.

Location of Hearing:

Room 330 City Hall/Courthouse

## Address Being Appealed:

Number & Street: 755 W. Minnesota City: St. Paul State: MN Zip: 55104

Appellant/Applicant: Elsie MAYARD Email \_\_\_\_\_

Phone Numbers: Business 218-260-8516 Residence \_\_\_\_\_ Cell \_\_\_\_\_

Signature: [Signature] Date: 6-26-2017

Name of Owner (if other than Appellant): Elsie MAYARD owner

Mailing Address if Not Appellant's: Same

Phone Numbers: Business \_\_\_\_\_ Residence \_\_\_\_\_ Cell \_\_\_\_\_

## What Is Being Appealed and Why?

Attachments Are Acceptable

☐ Vacate Order/Condemnation/

☐ Revocation of Fire C of O

☐ Summary/Vehicle Abatement

☐ Fire C of O Deficiency List/Correction

☐ Code Enforcement Correction Notice

☐ Vacant Building Registration

☐ Other (Fence Variance, Code Compliance, etc.)

I am appealing this because this  
was wrongfully sent to me  
& the issue is site in federal  
court.  
garage I bring photo to my gar.  
I need city stop retaliate against me

Revised 8/17/2014





**CITY OF SAINT PAUL**  
OFFICE OF THE CITY COUNCIL  
310 CITY HALL  
15 WEST KELLOGG BOULEVARD  
SAINT PAUL, MN 55102-1615  
Marcia Moermond, Legislative Hearing Officer  
EMAIL: [legislativehearings@ci.stpaul.mn.us](mailto:legislativehearings@ci.stpaul.mn.us)  
PHONE: (651) 266-8585 FAX: (651) 266-8574

July 13, 2017

Elsie Mayard  
755 Minnehaha Avenue West  
St Paul MN 55104

VIA US MAIL

Re: Appeal for Property at 755 Minnehaha Avenue West

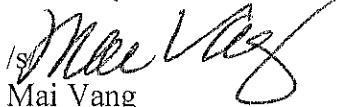
Dear Ms. Mayard:

This is to confirm that at the June 27<sup>th</sup> Legislative Hearing, Marcia Moermond, the Legislative Hearing Officer recommended that the City Council deny your appeal for Unit 1 and it must not be occupied until the electrical service is restored. You may occupy Unit 2. Please note that you handed a business card for Christopher Martineau and we have made this part of your record.

If you wish to contest to this recommendation, you may attend the City Council Public Hearing on Wednesday, August 2, 2017 at 5:30 p.m. in Room 300 Council Chambers.

If you have any questions, please contact me at 651-266-8563.

Sincerely,

  
/s/ Mai Vang

City Council Offices

c: Paula Seeley  
Sean Westenhofer



Better Business Bureau of Minnesota and North Dakota  
220 S. River Ridge Cir.  
Burnsville, MN 55337

Phone: 651-699-1111  
Fax: 651-699-7665

4/19/2016

Xcel Energy is an electric and gas utility. It is not our place or within our jurisdiction to request removal of an occupant from their home, any concerns regarding this matter should be addressed directly with the city of residence.

We do not have record of the of the referenced referral to collections under the complainants name.

We have tested the meters for accuracy and have meet required specifications.

At this time we consider this matter closed.



ATERSO01  
PO Box 1022  
Wixom MI 48393-1022  
CHANGE SERVICE REQUESTED



Convergent Outsourcing, Inc.  
800 SW 39th St./PO Box 9004  
Renton, WA 98057  
Mon-Thu 7AM-5:30PM, Fri & Sat 7AM-11AM MST  
800-350-9095 Ext 7008

Date: 05/20/2014  
Creditor: Xcel Energy Services Inc  
Client Account #: 9136075  
Convergent Account #: R-21012190

R1 314534494



Elsie M Mayard  
PO Box 4733  
Saint Paul MN 55104-0733

Principal: \$ 217.32  
Total Balance: \$ 217.32

Your Response is Requested

Dear Elsie M Mayard:

This notice is being sent to you by a collection agency. The records of Xcel Energy Services Inc show that your balance of \$ 217.32 is due in full.

If you have any questions about this account please contact our office toll free at 800-350-9095 Ext 7008.

Sincerely,

Convergent Outsourcing, Inc.

**THIS IS AN ATTEMPT TO COLLECT A DEBT AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE. THIS COMMUNICATION IS FROM A DEBT COLLECTOR.**

**NOTICE: PLEASE SEE REVERSE SIDE FOR IMPORTANT CONSUMER INFORMATION.**

PO BOX 2589  
COLUMBUS OH 43216

September 11, 2015



Consumer Name: ELSIE M MAYARD  
CBCS Account #: 22-23162974  
Total Due for 1 accounts: \$ 217.32

855-402-6247

Client Name	Client Account#	Service Date	Balance
XCEL ENERGY	9136075	02/15/14	217.32

Thank you for your recent communication regarding your account with CBCS. We received your request to investigate a dispute of the above referenced account. As part of that investigation we contacted our client and/or accessed their systems and obtained the current balance(s) above.

Collection efforts may continue.

If you have any further questions please contact us at 855-402-6247.

When you provide a check as payment, you authorize CBCS either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

**This communication from a debt collector is an attempt to collect a debt,  
and any information obtained will be used for that purpose.**

**SEE REVERSE SIDE FOR IMPORTANT INFORMATION**

\*\*\*DETACH LOWER PORTION AND RETURN WITH PAYMENT\*\*\*

IONCBCS222548\_681266075

IONCBCS222548

C22  
PO Box 1022  
Wixom MI 48393-1022  
CHANGE SERVICE REQUESTED

CBCS ACCOUNT NUMBER	BALANCE
23162974	\$ 217.32
AMOUNT PAID	\$

See reverse side to pay by credit card →

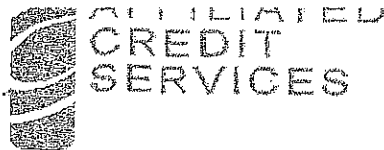
September 11, 2015

CBCS  
PO BOX 2589  
COLUMBUS OH 43216



ELSIE M MAYARD  
755 Minnehaha Ave W  
Saint Paul MN 55104-1626

2202316297400021732



7381 Airport View Dr SW • Rochester, MN 55902

800-859-7435

Hours of Operation (CT):  
Monday – Friday: 8:00 am – 10:00 pm

November 26, 2014

Creditor	Account Number	Amount
* XCEL ENERGY	9136075	217.32
Total		217.32

Your account(s) has been placed for collection and payment in full is due. The above listed account(s) has been turned over to us by our client, who has given you an opportunity to satisfy this obligation. To clear your balance and avoid continued collection activities, send your payment in full directly to Affiliated Credit Services.

Thank you for your attention to this matter. Please call us at 800-859-7435 if you have any questions regarding your account(s).

If multiple accounts for the same creditor are listed above, you have a right to dispute part or all of any one of the accounts.

Notice: Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will: obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

Sincerely, Jolene Harris

This communication is from a debt collector.

This is an attempt to collect a debt and any information obtained will be used for this purpose.

This collection agency is licensed by the Minnesota Department of Commerce.

\*\*\* PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION AND PAYMENT OPTIONS \*\*\*

ICU064923N41U

Enclosing the bottom portion of this notice with your payment will expedite credit to your account.



CU064923  
PO Box 1022  
Wixom MI 48393-1022  
ADDRESS SERVICE REQUESTED

Account #: 11335777  
Client: XCEL ENERGY  
Reference #: 9136075  
Service Address: FL 2 755 MINNEHAHA AVE W  
Total Due \$217.32

Phone: 800-859-7435

Affiliated Credit Services  
PO Box 7739  
Rochester MN 55903-7739

N41U 457346444



ELSIE M MAYARD  
PO Box 4733  
Saint Paul MN 55104-0733



Amount Enclosed: \$



CITY OF SAINT PAUL

*Christopher B. Coleman, Mayor*

100 E. 11<sup>th</sup> Street Telephone: 651-228-6230

Saint Paul, MN 55101

August 19, 2008

Elsie Mayard  
755 Minnehaha Ave. W.  
Saint Paul, MN 55104

Dear Ms. Mayard:

This letter will confirm our numerous staff telephone conversations with you regarding the occupancy and use of the property located at 755 Minnehaha Ave. W. in Saint Paul.

Saint Paul Fire Inspection Division – DSI, has confirmed with Ramsey County Property Records, the owner occupied status of your property.

As an owner occupied property, Fire Inspection Division – DSI is not involved in the inspection process and we currently have no outstanding orders with regard to the property.

I have attached a copy of the Ramsey County ownership information for your use.

I hope that this information is helpful to you.

Sincerely:

Phillip Owens, CFPS  
Assistant Fire Marshal  
Fire Inspection Division – DSI

c: Inspector Lisa Martin  
Supervisor Mike Urmann  
Robert Humphrey, Asst. to the Director - DSI



1414 West Hamilton Avenue  
P.O. Box 8  
Eau Claire, WI 54702-0008

August 11, 2015

ELSIE M MAYARD  
755 MINNEHAHA AVE W  
SAINT PAUL MN 55104-1626

Account Number: 51-6914415-4  
Service Address: 755 Minnehaha Ave. W., Fl. 1, Saint Paul, MN

Dear Elsie M. Mayard:

Thank you for contacting Xcel Energy. We are happy to assist you.

After review, we can confirm there is still gas usage at the home. We will continue to bill for any usage at the property. There is also a flat monthly charge that pays for certain fixed costs associated with metering and billing and the maintenance of electric lines, gas pipes and meters. Please visit the web address below for Minnesota Rates, Rights and Service Rules.

- [http://www.xcelenergy.com/Company/Rates\\_&\\_Regulations/Minnesota\\_Rates,\\_Rights\\_and\\_Service\\_Rules](http://www.xcelenergy.com/Company/Rates_&_Regulations/Minnesota_Rates,_Rights_and_Service_Rules)

In addition, we have sent a request to our Marketing Team to stop calling you about any products and/or services. However, you may receive calls relating to the disconnection of your service or past due balances. We have not made changes to account number 51-9136975-5 as your name is not on that account.

If you have any questions, please call our Customer Contact Center at 1-800-895-4999 or visit us at our website [www.xcelenergy.com](http://www.xcelenergy.com).

Sincerely,

Xcel Energy  
Customer Contact Center

**Vang, Mai (CI-StPaul)**

---

**From:** Westenhofer, Sean (CI-StPaul)  
**Sent:** Tuesday, August 04, 2015 10:04 AM  
**To:** Vang, Mai (CI-StPaul); Ross, John Peter (CI-StPaul)  
**Subject:** 755 MINNEHAHA AVE W - PHOTO  
**Attachments:** 100\_9884.JPG; 100\_9885.JPG; 100\_9886.JPG; 100\_9887.JPG; 100\_9888.JPG; 100\_9889.JPG; 100\_9890.JPG; 100\_9891.JPG; 100\_9892.JPG; 100\_9893.JPG; 100\_9894.JPG; 100\_9895.JPG; 100\_9896.JPG  
  
**Importance:** High

Hey guys,

I couldn't get the photos to load out here in the field. Basically that function isn't working still... The photos, I called Xcel and was told they cut the electric at the pole and tagged the meter, when I was out this morning, the electric wasn't cut and the meter wasn't yellow or red tagged. No power to right side electric meter it appears shut off. The left side is running I believe it is for the 2<sup>nd</sup> floor. Xcel also stated the gas meters should be locked, as of this morning neither were locked. Overgrown weeds around them, but not locked. Xcel has a recorded threat against them from the owner. Xcel stated they have to have Police escort for every trip to the property. Xcel stated they are behind on payment, but wouldn't give me a dollar amount for the electric or gas.

I did speak to the owner this morning. She was telling me about how she keeps getting bills from Xcel ranging anywhere between \$8,000 to \$11,000. She said we should already know what's going on. I told her I didn't know because we don't shut the services off, Xcel shut them off for non-payment. Owner stated she has legal aid and an attorney involved and they have a claim/case against Xcel for the excessive amount owed on the bills between the electric and gas. I told her to go to the hearing and that she needed to present her case in front of the Hearing Officer.

Side Note: Owner does have a bee issue along the southeast side of the house under the cement staircase where they sprayed in foam.

Sean





Minnesota Public Utilities Commission  
121 7th Place East, Suite 350  
St. Paul, MN 55101  
Tel: (651) 296-0406  
(800) 657-3782  
www.puc.state.mn.us  
consumer.puc@state.mn.us

Second, I contacted Xcel Energy on June 6, 2008 pursuant to your call. Customer service representative Nancy Heitzinger advised that \$3,924.50 is currently owed on your account. She noted that, previously, shared metering was found at your duplex, and you were back billed. She indicated that she would contact you, and would also contact PAR at Xcel Energy to try to help you obtain assistance. When I receive a written response from Xcel Energy, I will forward a copy to you for your review and records.

I thank you for contacting this Office. Please feel free to contact this Office again in the future if you should have another consumer related concern.

Sincerely,

COLLEEN J. CROSSLEY  
Consumer Services Division  
(651) 355-0712 (Voice)  
(651) 282-2155 (Fax)



## YOUR MONTHLY ELECTRICITY USAGE



DAILY AVERAGES	Last Year	This Year
Temperature	71°F	71°F
Electricity kWh	4.1	0.0
Electricity Cost	\$3.34	\$0.46

## QUESTIONS ABOUT YOUR BILL?

See our website: [xcelenergy.com](http://xcelenergy.com)Email us at: [Customerservice@xcelenergy.com](mailto:Customerservice@xcelenergy.com)

Call 24 hours a day, 7 days a week

Please Call: 1-800-895-4999

Hearing Impaired: 1-800-895-4949

Español: 1-800-687-8778

Or write us at: XCEL ENERGY

PO BOX 8

EAU CLAIRE WI 54702-0008



## Your Account is Overdue - Please Pay Immediately

## SUMMARY OF CURRENT CHARGES (detailed charges begin on page 2)

Electricity Service	05/31/17 - 06/29/17	0 kWh	\$13.39
<b>Current Charges</b>			<b>\$13.39</b>

## ACCOUNT BALANCE

Previous Balance	As of 05/31	\$13,310.36
No Payments Received		\$0.00
Balance Forward		<b>\$13,310.36</b>
Current Charges		\$13.39
<b>Amount Due</b>		<b>\$13,323.75</b>

## INFORMATION ABOUT YOUR BILL

Just a reminder about the past due amount on your account. If you have already sent your payment, thank you. Otherwise, please call 1-800-895-4999 to confirm the status of your account.

## Call before you move

If you're moving, remember to contact us *in advance* so we can stop your natural gas and electricity billing at your current address and start service, if needed, at your new one. Save yourself money and ensure a smooth transition to your new place. Please call or submit your changes at [xcelenergy.com](http://xcelenergy.com) up to 45 days in advance.

RETURN BOTTOM PORTION WITH YOUR PAYMENT • PLEASE DO NOT USE STAPLES, TAPE OR PAPER CLIPS



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	AMOUNT ENCLOSED
51-6914415-4	08/16/2017	\$13,323.75	

Please see the back of this bill for more information regarding the late payment charge. Pay on or before the date due to avoid assessment of a late payment charge.

Make your check payable to XCEL ENERGY

AUGUST						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

AB 01 001803 98318 B 9 A



ELSIE M MAYARD  
755 MINNEHAHA AVE W  
SAINT PAUL MN 55104-1626



XCEL ENERGY  
P.O. BOX 9477  
MPLS MN 55484-9477

31 51081617 69144154 0000000133900001332375