

Tri Nguyen
521 Hawthorne Woods Dr.
Eagan, MN 55123
October 27, 2019

City OF Saint Paul Trash Collection
Room 330, 3rd floor
15 W Kellogg Blvd
Saint Paul, MN 55102

RE: Appeal Additional Charges on Billing Invoice 584489 (April -June)

Highland Trash Collector Account No. 025020

I am writing to dispute extra fees and charges added to my invoice statement for services provided April Through June 2019. I currently agree to pay for two trash bins for my duplex located on 558 Sherburne Avenue. The quarterly invoice for two bins is \$192. In addition to the \$192 which I already paid, Highland Sanitation Recycling Inc assessed an additional \$117.27 for which they claimed as extra bag fee. I've made all my payments for the standard quarterly invoice on time. The extra bag fee is excessive and unfairly added to my service agreement as the size of a bag has not been specified by the City.

I am requesting that the extra fee and any late charges related to the disputed amount be removed from my account. I will not be able to attend the scheduled officer hearing in person but wish to resolve this matter as soon as possible. Please contact me if you have additional questions.

Sincerely



Tri Nguyen

Highland Sanitation & Recycling, Inc.

P.O. BOX 10
 VERNILLION, MN 55085
 (651) 458-0043
 (651) 437-0001

INVOICE NO. 4/5/2019
 INVOICE DATE
 ACCOUNT NO. **025020**

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TRI NGUYEN
 521 HAWTHORNE WOODS DR.
 EAGAN, MN 55123-3060

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TRI NGUYEN
 558 SHERBURNE AVE # UPPER
 SAINT PAUL, MN 55103-1945

PLEASE RETURN TOP PORTION WITH REMITTANCE

PLEASE PAY THIS AMOUNT

294.13

CUSTOMER ACCOUNT # 025020	SERVICE FROM 03/28/2019	SERVICE TO 06/30/2019	INVOICES NOT PAID BY THE DUE DATE ARE SUBJECT TO A 5% MONTHLY LATE CHARGE.	DUE DATE: 4/25/2019
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QUAN.	DATE OF SERVICE	DESCRIPTION OF SERVICES	UNIT PRICE	TOTAL
		<u>Previous Balance</u>		192.16
	02/06/19	Payment - #1559		-192.16
		001 - TRI NGUYEN, 558 SHERBURNE AVE # UPPER		
3	01/10/19	EXTRA BAG(S) OF TRASH	3.00	9.00
4	01/17/19	EXTRA BAG(S) OF TRASH	3.00	12.00
5	01/24/19	EXTRA BAG(S) OF TRASH	3.00	15.00
1	02/01/19	LATE FEE	21.25	21.25
4	02/01/19	EXTRA BAG(S) OF TRASH	3.00	12.00
2	02/08/19	EXTRA BAG(S) OF TRASH	3.00	6.00
1	03/03/19	LATE FEE	11.64	11.64
4	03/07/19	EXTRA BAG(S) OF TRASH	3.00	12.00
	03/28/19 3/31/2019	64 GAL TRASH SERVICE WEEKLY	23.25	-11.62
1	03/28/19 6/30/2019	64 GAL TRASH SERVICE WEEKLY	23.25	75.56
1	03/28/19	EXTRA BAG(S) OF TRASH	3.00	3.00
1	04/01/19	LATE FEE	11.64	11.64
	04/04/19	TRANSFER TO ST PAUL	-169.00	-169.00
	04/04/19	TRANSFER TO ST PAUL	-44.56	-44.56
		MN STATE WASTE TAX - RESIDENTIAL	9.75%	-3.51
		RAMSEY COUNTY ENVIRONMENTAL CHARGE	28.00%	-10.09
		002 - TRI NGUYEN, 558 SHERBURNE AVE # LOWER		
1	03/24/19 6/30/2019	96 GAL TRASH SERVICE WEEKLY	24.79	80.57
		MN STATE WASTE TAX - RESIDENTIAL	9.75%	7.86
		RAMSEY COUNTY ENVIRONMENTAL CHARGE	28.00%	22.56

For billing questions, please email all questions or concerns to info@highland sanitation.com with the subject "ATTN: BILLING."

Highland Sanitation & Recycling, Inc.



OFFICE HOURS: 8:00 AM - 4:30 PM
 See reverse side to go green and receive paperless invoices by email.

PLEASE PAY THIS AMOUNT

294.13

1811 CENTURY AVENUE NEWPORT, MN 55055 (651) 458-0001
 20025 DONNELLY AVENUE EMBERTON, MN 55021 (651) 437-0001

SEE REVERSE SIDE FOR MASTERCARD, VISA OR DISCOVER PAYMENTS.

Please turn this statement over for additional information and the Holiday schedule