

Moermond, Marcia (CI-StPaul)

From: Assessment_English (CI-StPaul)
Sent: Wednesday, July 22, 2020 2:29 PM
To: Moermond, Marcia (CI-StPaul); Vang, Mai (CI-StPaul)
Subject: 1374 Van Buren - FW: Voice Mail (1 minute and 8 seconds)
Attachments: audio.mp3

Hello. The address I'm talking about is 1374 Van Buren Avenue in St. Paul, and my name is Gigi. And what's going on is that the trash assessment of \$37.68 included \$4.92 that should not be there because I carry a credit balance. And a year ago similar things happened. I came in person to defend myself. Martha allowed me to remove the late fee. And I want to email in the supporting documents and I would be on the call as well. So I hope that is enough. And my phone number is 612-978-0045. Okay, thank you very much.



Katie Burger
Executive Assistant
Saint Paul City Council

15 West Kellogg Boulevard, Suite 310
Saint Paul, MN 55102
P: 651-266-8567
F: 651-266-8574

kathryn.burger@ci.stpaul.mn.us

The Most Livable
City in America



Making Saint Paul the Most Livable City in America

From: +1 612-978-0045 <+1 612-978-0045>
Sent: Wednesday, July 22, 2020 2:12 PM
To: Assessment_English (CI-StPaul) <Assessment_English@ci.stpaul.mn.us>
Subject: Voice Mail (1 minute and 8 seconds)

You received a voice mail from [GILCHRISTA YAU](#).

[Set Up Voice Mail](#)



ASPEN WASTE SYSTEMS INC.
 2951 Weeks Avenue S.E. • Minneapolis, MN 55414
 612-884-8008 612-884-8010 FAX
 www.aspenwaste.com

Payment Due Date	Amount Due	Amount Paid
07/26/2020	\$40.49	

Acct No. 2-115539 5 **Q4**
Statement Date 07/06/2020 Ref #: S21155395-070620

Service Address: KIN CHEE GIGI YAU
 1374 VAN BUREN AVE
 SAINT PAUL MN 55104

Remit To:

KIN CHEE GIGI YAU
 1374 VAN BUREN AVE
 ST PAUL MN 55104

AWS SERVICE CENTER
 P.O. BOX 3049
 DES MOINES, IA 50316



201155395000000007062000040490

Please detach and return this portion with your payment.

ASPEN WASTE SYSTEMS INC.
 2951 Weeks Avenue S.E. • Minneapolis, MN 55414
 612-884-8008 612-884-8010 FAX
 www.aspenwaste.com

Acct No. 2-115539 5
Statement Date 07/06/2020 Ref #: S21155395-070620

Service Address: KIN CHEE GIGI YAU
 1374 VAN BUREN AVE
 SAINT PAUL MN 55104

SERVICE JUL 1 TO SEP 30

Previous Balance	Payments	Current Charges	Amount Due
-17.07	0.00	40.49	40.49

Date	Qty	Description	Amount	Balance
		Previous Balance		-17.07
07/01/20	1.00	35 GAL SERVICE EOW	41.79	
		SUB TOTAL	41.79	
		SOLID WASTE MGMT TAX	4.07	
		COUNTY ENVIRONMENTAL CHRГ	11.70	
		Balance as of 07/06/2020		40.49

Bill Pay is available at aspenwaste.com
 Your On-line Access Code is 0271523
 For billing and customer service questions, contact Aspen. For general information, visit stpaul.gov/garbage.
FOR QUESTIONS: PLEASE CALL 612-884-8008

About your bill...

Billing cycle. You will be billed every quarter (three months). Quarterly statements are sent on the 20th of the month preceding your three-month service cycle. Payment is due the 10th of the following month. Interest will be charged on amounts that have not been paid during the billing cycle.

Payment methods. You may pay your bill by check or go to aspenwaste.com to pay with your credit card (Visa, MasterCard, American Express, Discover) or by electronic bank withdrawal. Returned check charge \$30.

Electronic check conversion. If you pay by sending a check, you are authorizing Aspen Waste Systems to use information on your check to make a one-time electronic debit to your account at the financial institution indicated on your check. This electronic debit will be for the amount of your check and may occur as soon as the same day we receive your check. If you have questions regarding this check conversion process only, please call (515) 974-1402. For other unrelated issues, please contact the phone number listed on the front of your invoice.

Automatic payment. You may call us or go to aspenwaste.com to set up recurring automatic payments from your Visa, MasterCard, American Express or Discover card. A quarterly statement is mailed showing the amount to be charged or withdrawn. Transactions are made on the 10th of the month following the statement date. A \$15 charge will be assessed for a declined card.

Charges for extra service. Charges for optional services you request – by-the-bag yard waste, extra trash, or large items – will appear on your quarterly bill or if you are in the middle of your billing cycle, on a special invoice. Any charges of less than \$7 will be carried over to your next quarterly statement as a previous balance.

Please call 612-884-8008 to obtain pricing for optional services. Call by noon the day before your regular service day to schedule services (Monday service day, call by noon the previous Friday).

New customer billing. *Start service at the beginning of a month:* You'll receive a statement for a 3-month

billing cycle beginning with the month you start service. *Start service after the beginning of a month:* You'll receive a statement for the next 3-month billing cycle plus a prorated amount for your initial month of service.

Ending Service. Please call two weeks prior to your last scheduled pickup to cancel your Aspen collection service or to request a final pickup. If moving, Aspen needs your forwarding address and telephone number. Aspen does not refund partial month charges.

Go paperless...

Sign up for Aspen E-Bill and Online Bill Pay at www.aspenwaste.com

- Choose **E-Bill** and get your Aspen bill via email (pdf);
- Get email notification when your bill is ready to pay;
- Use **Online Bill Pay** to pay by credit card or electronic bank withdrawal, plus
- Sign up for automatic payments!

Living green...

The best place to dispose of unwanted household waste may not be your trash can. At Aspen, we believe it's important to use alternatives to disposing of waste in the trash. Use this listing to find opportunities to reuse and recycle in the Twin Cities metro area.

Hennepin County

Recycling and hazardous waste
www.hennepin.us • 612-348-3777
Click Residents > Recycling and hazardous waste

St. Paul and Ramsey County

Reduce, reuse, recycle
www.eurekarecycling.org • 651-633-3279

Twin Cities Metro Area Recycling Info

Go-to Guide for waste & recycling
www.rethinkrecycling.com
What, Why, Where & How of Recycling
www.recyclemoreminnesota.com

Free Market: Give away or get free stuff

www.twincitiesfreemarket.org

Minnesota Pollution Control Agency

Reduce waste, conserve resources
www.reduce.org • 651-296-6300

Where does your garbage go?

In accordance with Minnesota Statute 115A.9302, Aspen Waste Systems, Inc. hereby discloses that mixed solid waste collected will be delivered to the following facilities during the next 12 months:

Hennepin Energy Resource Co.
505 6th Avenue North
Minneapolis, MN 55405
Type: Mass Burn Waste-to-Energy
MN P.C.A. Permit No.: SW-396

Or to:
Great River Energy
Elk River Resource Processing Plant
10700 165th Avenue N.W.
Elk River, MN 55330
Type: Refuse Derived Fuel Waste-to-Energy
MN P.C.A. Permit No.: SW-305

Or to:
Resource Recovery Technologies LLC
2901 Maxwell Avenue
Newport, MN 55055
Type: Refuse Derived Fuel Waste-to-Energy
MN P.C.A. Permit No.: SW-286

Or to:
Waste Management
2650 W. Cliff Road
Burnsville, MN 55337
MN P.C.A. Permit No.: SW-586

Questions?

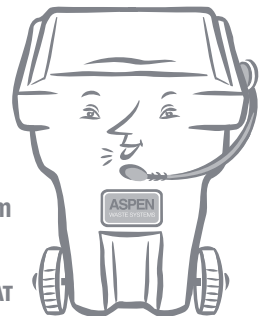
Call Aspen
Customer Service

612-884-8008

or check

www.aspenwaste.com

**FIND ASPEN'S HOLIDAY
COLLECTION SCHEDULE AT
www.aspenwaste.com**



Co-Cust#: 2 -0115539 KIN CHEE GIGI YAU
 Service Address: 1374 VAN BUREN AVE

Period: From 7/05/19 To 3/09/20 (Post Date)

<u>Post Date</u>	<u>Entry Date</u>	<u>Type</u>	<u>Invoice#</u>	<u>Description</u>	<u>Amount</u>	<u>Balance</u>
3/04/20	3/04/20	INV	0000000	INVOICE	5.76-	4.43-
3/04/20	3/04/20	INV	0000000	INVOICE	61.99-	1.33
3/02/20	3/01/20	AUTO	0000000	F/C	2.88	63.32
2/20/20	2/20/20	STM		AGED NO STATEMENT 02/20/20	.00	60.44
2/03/20	2/01/20	AUTO	0000000	F/C	2.88	60.44
1/20/20	1/20/20	STM		AGED NO STATEMENT 01/20/20	.00	57.56
1/06/20	1/06/20	STM		STATEMENT BALANCE 01/06/20	.00	57.56
1/06/20	1/01/20	AUTO	0000000	AUTO SERVICE JAN 1 TO MAR 31	57.56	57.56
1/03/20	1/03/20	INV	0000000	INVOICE	37.68-	
1/02/20	1/01/20	STM		STATEMENT BALANCE 01/01/20	.00	37.68
1/02/20	1/01/20	AUTO	0000000	F/C	1.64	37.68
12/20/19	12/20/19	STM		AGED NO STATEMENT 12/20/19	.00	36.04
12/02/19	12/01/19	AUTO	0000000	F/C	1.64	36.04
11/20/19	11/20/19	STM		AGED NO STATEMENT 11/20/19	.00	34.40
11/01/19	11/01/19	AUTO	0000000	F/C	1.64	34.40
10/21/19	10/21/19	STM		AGED NO STATEMENT 10/21/19	.00	32.76
10/07/19	10/07/19	STM		STATEMENT BALANCE 10/07/19	.00	32.76
10/07/19	10/01/19	AUTO	0000000	AUTO SERVICE OCT 1 TO DEC 31	60.83	32.76
10/04/19	10/01/19	STM		STATEMENT BALANCE 10/01/19	.00	28.07-
9/20/19	9/20/19	STM		AGED NO STATEMENT 09/20/19	.00	28.07-
8/20/19	8/20/19	STM		AGED NO STATEMENT 08/20/19	.00	28.07-
7/22/19	7/22/19	STM		AGED NO STATEMENT 07/22/19	.00	28.07-
7/05/19	7/05/19	STM		STATEMENT BALANCE 07/05/19	.00	28.07-
7/05/19	7/01/19	AUTO	0000000	AUTO SERVICE JUL 1 TO SEP 30	60.83	28.07-
7/05/19	7/01/19	INV	0343172	343172	88.90-	88.90-

REPORT TOTALS: Type
 AUTO: \$189.90
 INV : \$194.33-
 TOTAL: \$4.43-

CUSTOMER TOTALS:
 BAL FWD: \$57.56
 CURRENT BAL DUE: \$4.43-