

#12796 984 Milton St N - Q2 2022 Assessment Inquiry

Submitted September 16, 2022 at 16:56
Received via Voicemail
Requester Emily Murphy <emmirski@gmail.com>

Status On-hold
Priority Normal
Group PW - Garbage
Assignee Clare Pillsbury

Assessment No. 220110
Property ID Number 262923240132
Latitude/Longitude -93.13733,44.9709

Location 984 Milton St N, Saint Paul, Minnesota, 55103
Other Name Emily Murphy
Garbage Hauler Highland Sanitation

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records confirm that the property owner made a payment to the wrong account and requested that staff remove the assessment. Therefore, staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment 2022
Date of CP (MM/DD/YYYY) 11/16/2022

Legislative Hearing Required Yes
Other Telephone 16514926403
Date of LH (MM/DD/YYYY) 10/6/2022

Stated Reason for Appeal (if given)

Property owner stated that they paid their Q2 2022 invoice. However, they accidentally sent the payment to the wrong account. When they spoke to a CSR at Highland Sanitation, the CSR confirmed that the payment had been made to the wrong account and that they would work to apply the payment to the correct account.

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

April 1 - June 30

Billing period for Delinquent Garbage Bill Assessment Quarter 2 (April - June)
Time of LH 10:00 AM

Emily Murphy September 16, 2022 at 16:56

Internal note

Voicemail from +1 (651) 492-6403

Call Details

Call from: +1 (651) 492-6403

Call to: +1 (651) 413-6624

Time of call: 2022-09-16 21:53:58 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 1 minute, 58 seconds

Transcription

Hi, this is Emily murphy. Not sure what email you have E M M I R S K I at gmail dot com. I have this public hearing note as ratification of assessment. I contacted highland garbage and what happened was they did find my payment, but I had accidentally put the wrong number account number on there. I had switched 2 numbers around and sometimes they do that. My eyes like math dyslexia, so I had to talk to them. They know that I received the payment, they said they were working on it, but they did get my money is to get accounted for in the right place. So I don't know what to do. I guess I am contesting this because I did make the payment and its just now an accounting issue with highland garbage. So the file number is C as in cat, g as in goat, 220. 3 a as in

apple to your cellphone. Number is 220110. I've already contacted the city about this and get everything. Everybody asked me to do. I got proof of payment from my bank. I talked to highland so I don't know if you could call me and just tell me what the next step is At home or a pay twice for my garbage. All right, thank you. 651-492-6403 is my number.

Clare Pillsbury September 19, 2022 at 09:05

Internal note

Outbound call to +1 (651) 492-6403

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 492-6403

Time of call: 2022-09-19 14:00:58 UTC

Called by: Clare Pillsbury

Length of phone call: 4 minutes, 26 seconds

Clare Pillsbury September 19, 2022 at 09:06

Internal note

Property owner stated that they paid their Q2 2022 invoice. However, they accidentally sent the payment to the wrong account. When they spoke to a CSR at Highland Sanitation, the CSR confirmed that the payment had been made to the wrong account and that they would work to apply the payment to the correct account. Staff told the property owner that they would reach out to Highland Sanitation to confirm this and would request proof of payment from the property owner.

Clare Pillsbury September 19, 2022 at 09:07

Hello Emily,

Thank you for contacting the City of St Paul Garbage program. Per our conversation today, please send proof of payment for your April - June invoice with Highland Sanitation. If you have any questions or concerns, do not hesitate to reach out to me.

Best,

Clare Pillsbury

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

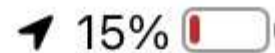
garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

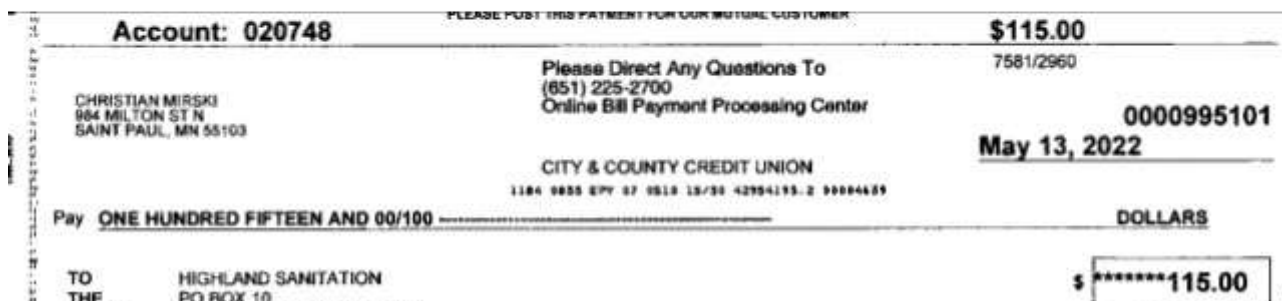
Emily Murphy September 19, 2022 at 09:09

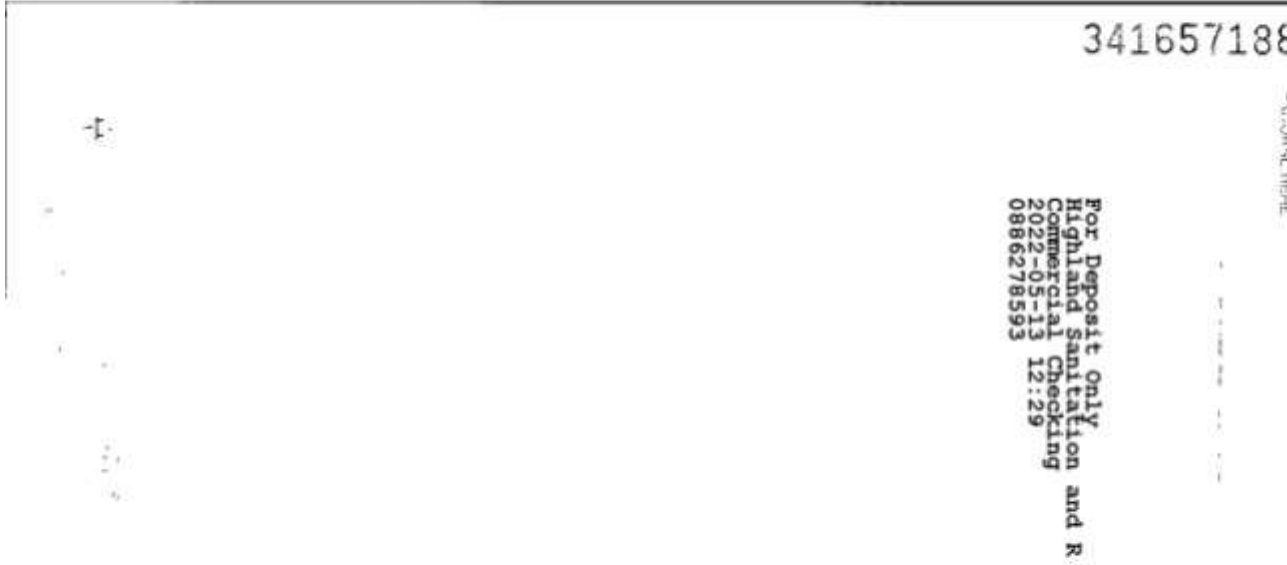


8:36 AM



< Back Check 995101





Pay Bills

City & County Credit
Union

[Sign Out](#)

Payment Details

Highland Sanitation *0748

Garbage

\$115⁰⁰

Pay from

*1921

Estimated
delivery

May 13

Delivery
method

Check

Your check may be cashed, and the money withdrawn from your account, before, on, or after May 13.

Confirmation #

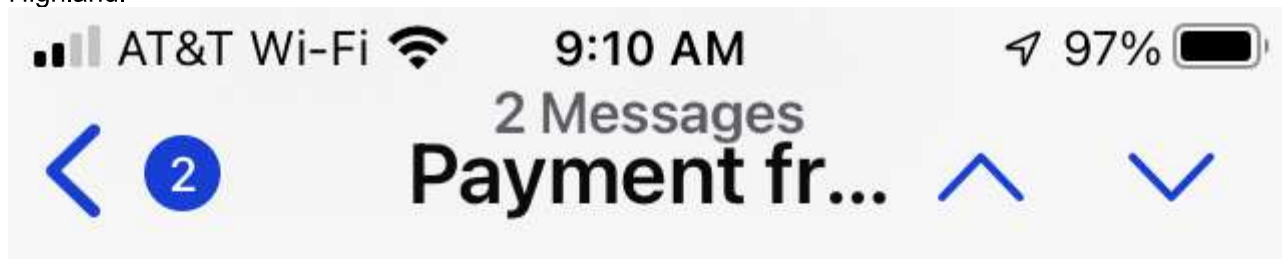
SOTXF-B5I1O

Sent from my iPhone

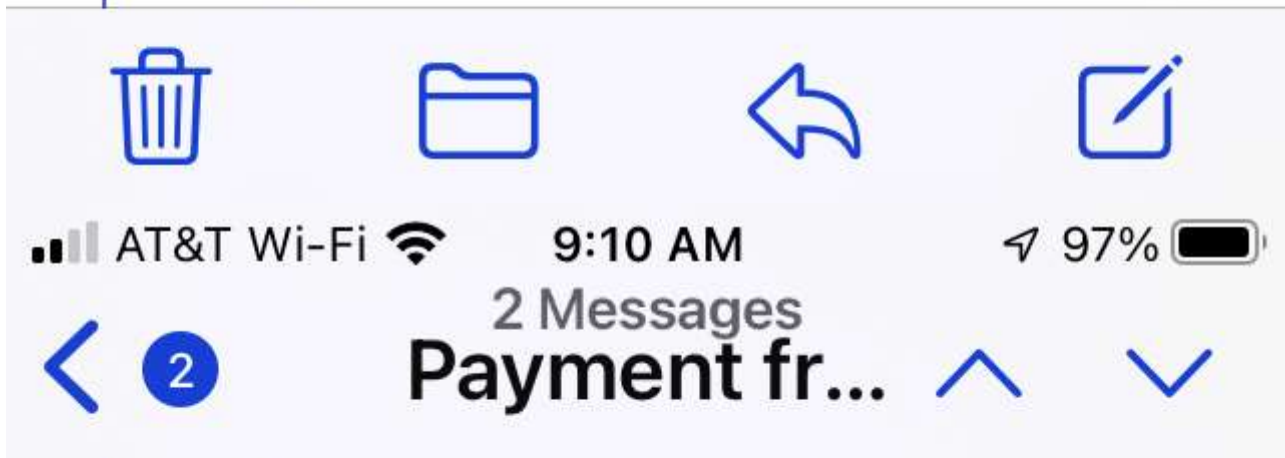
Emily Murphy September 19, 2022 at 09:14

Clare,

This would be the amount that was due before the late fee. Also here is the email exchange from Susan at Highland.



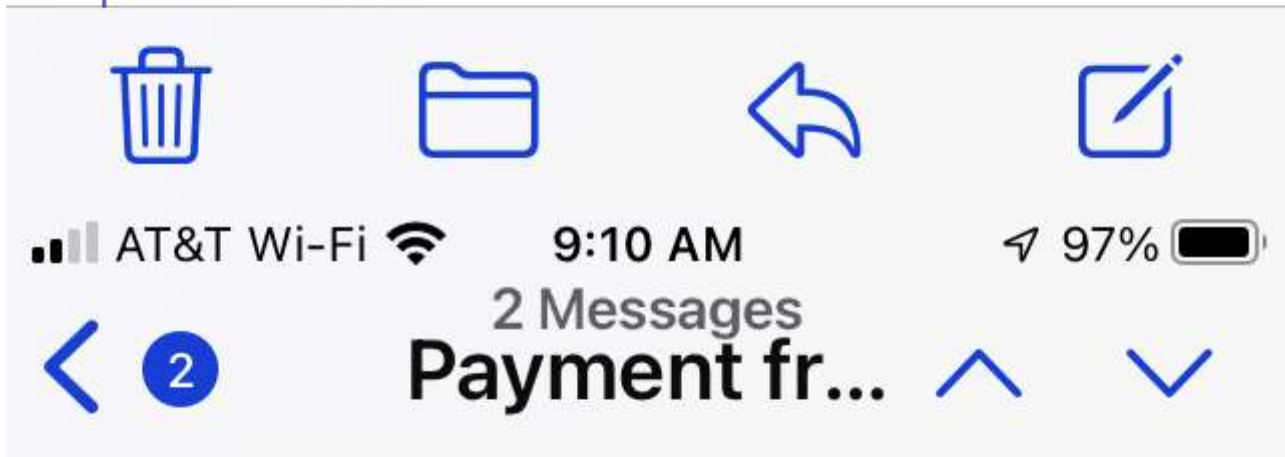
This has created a big mess. I am going to have to figure out how I can



to figure out how I can correct this since this is for a closed period and has already been sent to the City of St. Paul for collection.

Please put the correct account number on your

payment going forward or sign up with us for autopay to avoid mistakes like this in the future.



Sincerely,

Susan Stewart
Highland Sanitation &
Recycling Inc.

-----Original
Message-----

From: Emily Mirski

[<mailto:emrainmirski@iclo>



Sent from my iPhone

Clare Pillsbury September 20, 2022 at 08:49

Thank you Emily. I did speak with the Highland Sanitation and they requested that we remove the assessment. Since we have to remove the assessment via a legislative hearing, you likely won't see it removed until November 16, 2022. Please let me know if you have any additional questions or concerns.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Emily Murphy September 20, 2022 at 09:23

Thank you Clare!

Sent from my iPhone

Support Software by **Zendesk**