

#2000 314 Toronto-Assessment Inquiry

Submitted December 29, 2021 at 10:10 AM
Received via Voicemail
Requester Alexandria Lauritson <alauritson@me.com>

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

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

Assessment No. 210116
Property ID Number 122823220096
Latitude/Longitude -93.12538,44.93187

Street Address: Ticket Specific 314 Toronto St, Saint Paul, Minnesota, 55102
Name: Ticket Specific Allie Lauritson
Garbage Hauler Waste Management

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

According to Waste Management Records, the payment that the property owner made on 4/25/2021 was declined due to non-sufficient funds. Another payment was made on 5/20/2021 for 94.84 from another account. However, since this was a one time payment, the billing information for autopay was not updated. Therefore the payment made on 7/26/2021 of 94.84 was declined again due to non-sufficient funds. The property owner did make two payments in October. The first was on 10/7/2021 for \$94.84 and the second was made through autopay on 10/25/2021 for \$94.84 with updated billing information. While it appears as though the first payment made on 10/7/2021 was supposed to be applied to the Quarter 3 2021 invoice, it was applied to the Quarter 4 2021 invoice since the Quarter 3 2021 invoice had been sent to the city to be assessed on 10/5/2021. Therefore the second payment was added as a credit to the account. As the property owner had reason to believe that the updated billing information for the one-time payment would be applied to their account's auto pay, staff recommends removing the late fees and reducing the assessment to \$94.84.

Billing year for Delinquent Garbage Bill Assessment 2021
Date of CP (MM/DD/YYYY) 3/23/2022

Total amount due for Delinquent Garbage Bill Assessment 104.32
Legislative Hearing Required Yes

Phone Number: Ticket Specific 16514971243
Date of LH (MM/DD/YYYY) 1/6/2022

Stated Reason for Appeal (if given)

Property owner received a declined card notice in April. They updated the account information online prior to the July billing, however the Waste Management billing system reverted to the old payment and it was declined. The property owner then called Waste Management and made a payment for Quarter 3 and Quarter 4 on October 6 and October 7. Therefore they would like to remove the assessment.

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

Yes

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment Quarter 3 (July - September)
Time of LH 10:00 AM

Caller +1 (651) 497-1243 December 29, 2021 at 10:10 AM

Voicemail from +1 (651) 497-1243

Internal note

Call Details

Call from: +1 (651) 497-1243

Call to: +1 (651) 413-6624

Time of call: 2021-12-29 16:07:45 UTC

Location: Saint paul, Minnesota, United States

Length of phone call: 2 minutes, 35 seconds

Transcription

It will be hi, my name is allie lawrence, and I am at the address 314 toronto street saint paul, Minnesota 55102. I have some questions about getting a notice for a public hearing for a delinquent payment, but we've already called to follow up to pay it online. It says that it's paid in full, we're just a little confused. So, and then I'd also like to schedule a time to pick up one item. So if you could give me a call back, that would be great. My number is 651-497-1243. And my account is 208145853004. Okay, thanks so much bye bye.

Sarah Haas December 29, 2021 at 10:31 AM

Internal note

Outbound call to +1 (651) 497-1243

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 497-1243

Time of call: 2021-12-29 16:23:04 UTC

Called by: Sarah Haas

Length of phone call: 8 minutes, 8 seconds

Sarah Haas December 29, 2021 at 10:32 AM

Internal note

Resident received a declined card notice in April. They updated the account information online prior to the July billing, however Wm system reverted to the old payment and it was declined. . They called the hauler and made payment for Quarter 3 and Quarter 4 on October 6 and October 7. WM applied the payment and they currently have a credit for 94.84. The resident would like to remove the assessment and the credit. Resident prefers phone call.

Clare Pillsbury January 3, 2022 at 9:55 AM

Internal note

Outbound call to +1 (651) 497-1243

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 497-1243

Time of call: 2022-01-03 15:52:48 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 40 seconds

Clare Pillsbury January 3, 2022 at 10:13 AM

Internal note

City staff called property owner to update them on the recommendation. According to Waste Management Records, the payment that the property owner made on 4/25/2021 was declined due to non-sufficient funds. Another payment was made on 5/20/2021 for 94.84 from another account. However, since this was a one time payment, the billing information for autopay was not updated. Therefore the payment made on 7/26/2021 of 94.84 was declined again due to non-sufficient funds. The property owner did make two payments in October. The first was on 10/7/2021 for \$94.84 and the second was made through autopay on 10/25/2021 for \$94.84 with updated billing information. While it appears as though the first payment made on 10/7/2021 was supposed to be applied to the Quarter 3 2021 invoice, it was applied to the Quarter 4 2021 invoice since the Quarter 3 2021 invoice had been sent to the city to be assessed on 10/5/2021. Therefore the second payment was added as a credit to the account. Staff at this time recommends approving the assessment.

Clare Pillsbury January 3, 2022 at 4:21 PM

Internal note

After discussion with supervisor, staff will recommend removing the late fees as the property had reasonable expectations that the billing information would be updated once they made their one time payment.

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