

#16354 235 Sherburne Ave - Q3 2022 Assessment Inquiry Follow Up

Submitted January 3, 2023 at 14:42
Received via Phone call (inbound)
Requester Inho Chang <inho_chang@yahoo.com>

CCs

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

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

| Property ID Number | Latitude/Longitude | Location |
|--------------------|--------------------|---|
| 362923140073 | -93.10994,44.9569 | 235 Sherburne Ave, #1-2, Saint Paul, Minnesota, 55103 |

| Other Name | Garbage Hauler | Rescheduled LH Date: |
|------------|-------------------|----------------------|
| Inho Chang | Republic Services | 2/21/2023 |

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that the account had been reassigned from Waste Management and was previously on autopay. Since the autopay did not carry over when the account switched from Waste Management to Republic, Republic Services requested that the assessed late fees be removed. Therefore, staff recommends removing the assessment.

| Billing year for Delinquent Garbage Bill Assessment | Date of CP (MM/DD/YYYY) |
|---|-------------------------|
| 2022 | 3/8/2023 |

| Total amount due for Delinquent Garbage Bill Assessment | Legislative Hearing Required |
|---|------------------------------|
| 20.34 | Yes |

| Other Telephone | Rescheduled LH Time: | Date of LH (MM/DD/YYYY) | Other Email |
|-----------------|----------------------|-------------------------|----------------------|
| 13157063738 | 3:00 PM | 1/5/2023 | inho_chang@yahoo.com |

Stated Reason for Appeal (if given)

Property owner stated the hauler credited the late fees to their 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)

July 1 - September 30

| Billing period for Delinquent Garbage Bill Assessment | Time of LH |
|---|------------|
| Quarter 3 (July - September) | 9:00 AM |

Clare Pillsbury January 3, 2023 at 14:42

Internal note

Call from: +1 (315) 706-3738
 Call to: +1 (651) 413-6624
 Time of call: January 3, 2023 at 8:42:24 PM
 Answered by: Clare Pillsbury

Clare Pillsbury January 3, 2023 at 14:46

Internal note

Inbound call from +1 (315) 706-3738

Call Details

Call from: +1 (315) 706-3738
 Call to: +1 (651) 413-6624

Time of call: 2023-01-03 20:42:24 UTC
Location: Syracuse, New York, United States
Answered by: Clare Pillsbury
Length of phone call: 4 minutes, 2 seconds

Clare Pillsbury January 3, 2023 at 14:47

Internal note

Outbound call to +1 (315) 706-3738

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (315) 706-3738
Time of call: 2023-01-03 20:47:01 UTC
Called by: Clare Pillsbury
Length of phone call: 25 seconds

Clare Pillsbury January 3, 2023 at 14:56

Internal note

Outbound call to +1 (315) 706-3738

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (315) 706-3738
Time of call: 2023-01-03 20:47:58 UTC
Called by: Clare Pillsbury
Length of phone call: 8 minutes, 7 seconds

Clare Pillsbury January 3, 2023 at 14:56

Internal note

Property owner stated that they should not have been charged late fee. When they received the Quarter 4 2022 invoice, it shows that they should have been credited the late fee charges in Sept.

Clare Pillsbury January 3, 2023 at 14:57

Hello Inho,

Per our earlier conversation, please respond with a copy of your Oct - Dec garbage invoice, which you stated indicates that you should have received credits for the late fees applied to you July - September invoice.

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>

Inho Chang January 3, 2023 at 15:08

Hi Clare,

Please find the invoice in the attachment below. Please let me know if I need to do anything else to resolve this matter.

Thank you,

Inho Chang

Clare Pillsbury January 3, 2023 at 16:31

Received. Thank you Inho. I will review this tomorrow and get back to you soon.

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>

Clare Pillsbury January 4, 2023 at 10:52

Internal note

Outbound call to +1 (315) 706-3738

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (315) 706-3738

Time of call: 2023-01-04 16:50:42 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 32 seconds

Clare Pillsbury January 4, 2023 at 10:57

Internal note

Staff left a voicemail with recommendation. Since it was not clear from the invoice that the late fees had been removed, staff recommends approving the assessment. They told the property owner to call back with any questions.

Clare Pillsbury January 4, 2023 at 11:00

Hello Inho,

I just left you a voicemail but wanted to follow up with an email. From what I can see on the invoice, there is no way to verify that the late fees were credited/removed by the hauler. It looks exactly the same when any unpaid amounts are sent to the City of St Paul for collection. Therefore, my recommendation would still be to approve the assessment. I am happy to reach out to the hauler to confirm this though. If you have any questions or would like to further contest, just let me know.

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>

Inho Chang January 4, 2023 at 16:42

Clair,

I checked the invoice I sent you earlier as an attached file and it appeared to be corrupted for some reason. So I am sending the invoice again. It clearly shows that Republic credited me the late fees they charged.

You can contact Republic to verify that or I can contact them if you want me to. Please let me know.

Inho Chang

Clare Pillsbury January 5, 2023 at 08:37

Thank you Inho. I will contact Republic Services for more clarification and get back to you once I know more. It should be by early next week.

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>

Clare Pillsbury January 10, 2023 at 12:15

Internal note

Outbound call to +1 (315) 706-3738

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (315) 706-3738

Time of call: 2023-01-10 18:13:57 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 57 seconds

Clare Pillsbury January 10, 2023 at 12:18

Hello Inho,

I left a voicemail today regarding Republic Service's response but I wanted to follow up by email as well. Republic Services informed me that they never credited any late fees for this period, nor did they intend to credit any late fees. Therefore, my recommendation currently is that the late fees that have been assessed to your property for your July - September service fee not be removed. If you would still like to contest this recommendation, you can attend a legislative hearing by phone on January 19. **Please let me know by this Friday, January 13 if you would still like to attend the hearing and I can submit a file for you.** As always, feel free to reach out to me if you have any 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>

Clare Pillsbury January 12, 2023 at 22:12

Internal note

Staff will call property owner on 1/13/2023 to update on hauler response and schedule a legislative hearing for 1/19/2023.

Clare Pillsbury January 13, 2023 at 08:57

Internal note

Outbound call to +1 (315) 706-3738

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (315) 706-3738

Time of call: 2023-01-13 14:55:31 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 25 seconds

Clare Pillsbury January 13, 2023 at 09:38

Hello Inho,

I just left a voicemail with you regarding the updated information that we recieved from Republic Services. They stated that in order to be able to send any unpaid balances to the city for collection, they credit off the invoices from the account. This is why unpaid balances that have been sent to the city for collection will appear as credits on your online account. I know that is really confusing for property owners to see that they owe the city for a past garbage bills that according to their online account, appear to have been paid or credited. We acknowledge that and are working on updating the billing system for the next contract to make it less confusing. However, since the late fee for your July - September invoice was not paid, our recommendation is to still to approve the assessment. **We can still schedule you for a hearing on Thursday, January 19 at 9:00 AM. Please let us know if that time still works for you.** If you do not want a legislative hearing, you can let em know as well. Feel free to call at 651-266-6101 if you have any 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>

Clare Pillsbury January 13, 2023 at 13:59

Internal note

Outbound call to +1 (315) 706-3738

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (315) 706-3738
Time of call: 2023-01-13 19:20:42 UTC
Called by: Clare Pillsbury
Length of phone call: 38 minutes, 43 seconds

Clare Pillsbury January 13, 2023 at 14:13

Internal note

Staff spoke with property owner and informed them of their recommendation. Property owner kept stating the they spoke to resrepresentatives from Republic Services in Spetember and October about the credit on their account. They stated that they would try to get proof from Republic Services that they should not have to pay the assessment. They would like staff to get proof of their payment to Republic Services for the assessed amount. The property owner would also like to postpone their hearing date. Staff stated that they could do this.

Inho Chang January 18, 2023 at 15:53

I requested Republic to send me a credit memo for \$10.17 and \$10.17 that they reversed the late fees. I am still waiting for it. I will send it to you when I get it.

I asked Clair to send me the record that City paid \$20.34 to Republic. Please send me the record.

Thank you

Inho Chang

Clare Pillsbury January 19, 2023 at 13:25

Thank you for the update Inho. I am still working to get you proof of payment. You should have it by early next week.

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>

Clare Pillsbury January 30, 2023 at 09:35

Hello Inho,

I am still waiting to hear back from Republic Services regarding the email they sent you. I had hoped to send a response with the proof of payment. However, I didn't want to wait any longer to send it to you. I have attached it to this email. Essentially, this record was sent to us by Republic Services that states that this account had an unpaid balance of \$20.34. It was sent to us on October 5, 2022, along with records for around 1500 other unpaid balances that belonged to Republic Services accounts. Since we pay Republic Services for all of the unpaid accounts at once, we have no records of just paying for this particular assessment. Please let me know if you have any additional questions or concerns. I will send you another email once I get a response from Republic Services.

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>

Clare Pillsbury February 1, 2023 at 09:05

Hello Inho,

I finally heard back from Republic Services regarding the email that they sent to you. Here is their response:

Sorry this has taken a while to resolve. We worked with Collections and have instructed the Finance team to pull back the \$20.34 in late fees. This account was reassigned from WM and had previously been on auto pay. I don't think the resident realized he had to set it up again back with RSG back in July.

Following this comment, they asked me to remove the credit. Therefore, I will be removing the full assessment of \$20.34. I apologize for all the back and forth. Clearly, Republic was telling you and me different things, which lead to the confusion. You should see the assessment removed following the council public hearing on 3/8/2023. You do not need to attend the hearing as I will just be recommending that the assessment be removed.

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>

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