

#16962 435 Arbor St - Q3 2022 Assessment Inquiry

Submitted	Received via	Requester
January 11, 2023 at 10:03	Voicemail	Kimberly Warner

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

Assessment No.	Property ID Number	Latitude/Longitude
220113	112823140104	-93.12973,44.92829

Location	Other Name	Garbage Hauler
435 Arbor St, Saint Paul, Minnesota, 55102	Kimberly Warner	Waste Management

Rescheduled LH Date:	Have you contacted your hauler about this garbage bill before?
2/21/2023	No

Staff Comments

Hauler records show that the payment that they property owner made on 8/24/2022 was applied to an old account that the property owner had with Waste Management prior to the Citywide Coordinated Collection Program. This payment was applied to the property owner's current account in January 2023 and was used to pay their Q1 2023 invoice. Therefore, staff cannot recommend removal of the assessment in full. However, we are recommending that the late fees of \$10.50 be removed and the assessment be reduced to \$69.81 since it is unclear as to why the payment was applied to the wrong account.

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

Did you contact your hauler about this issue prior to contacting the City?
Yes

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

Other Telephone	Rescheduled LH Time:	Date of LH (MM/DD/YYYY)
16512276935	3:00 PM	1/5/2023

Stated Reason for Appeal (if given)

Property owner stated that she paid this invoice on 8/24/2022.

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

Is this a repeat request?	Garbage Invoice Dates (i.e. January 1- March 31)
No	July 1 - September 30

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

Please select the reason you are contacting the Garbage Program
Billing Question

Kimberly Warner January 11, 2023 at 10:03

Internal note

Voicemail from +1 (651) 227-6935

Call Details

Call from: +1 (651) 227-6935

Call to: +1 (651) 413-6624

Time of call: 2023-01-11 16:00:14 UTC

Location: Saint paul, Minnesota, United States

Length of phone call: 2 minutes, 55 seconds

Transcription

Hi, my name is Kimberly warner, w A R N E R. I am calling regarding a notice is that with 2 properties that I, I have a delinquent garbage bill. And I had received a letter from you guys a while back maybe like a month or so ago. And I called waste Management. And they told me that I had no outstanding delinquent service bills for the 2 properties i own. And it's for \$1111.00 randolph avenue at St. Paul and 4435 arbor street. Saint paul. My home phone is 651-227-6935. I've been, I've been out of the city. Ive been gone for the last 4 weeks and I just got back in town and I got again, these notices that I have delinquent service bills. I checked with waste Management. Again, I have no delinquent service bill and my home phone is 651-227-6935. Thank you much bye bye.

Lydia Campbell January 11, 2023 at 12:41

Internal note

This is in regards to two properties. Resident states that she received a letter about a month ago about billing. WM is the hauler for both. She called WM about it and they stated that she has no outstanding balances. 1111 Randolph Ave: Assessment Lookup states that she has an assessment of \$111.04 for Jul-Sep 2022 435 Robert St: Assessment Lookup states that she has an assessment of \$80.31 for Jul-Sep

Lydia Campbell January 11, 2023 at 13:03

Internal note

Outbound call to +1 (651) 227-6935

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 227-6935

Time of call: 2023-01-11 18:43:03 UTC

Called by: Lydia Campbell

Length of phone call: 19 minutes, 56 seconds

Lydia Campbell January 11, 2023 at 13:03

Internal note

Resident states that she received a letter from the City about 4-5 weeks ago and called WM at that time. WM told her that she had to pay the late fee and that they would add that to the amount she owed.

Says that she checked her "check registry" and has proof that she paid 3 bills to WM throughout 2022 and shows the late fee for Quarter 3 that she paid a month late. Small has a small container at 435 Robert St and big at 1111 Randolph St.

Has proof of payment for WM for:

Quarter 2

Paid 4/21: \$69.84 & 96.58

Quarter 3

Paid 8/24: \$73.33 (late fee included) & \$101.40 (late fee included)

Quarter 4

Paid 10/26: \$69.84 & \$96.58

She said that she doesn't have a computer or email to send her proof of payment. Need to check with WM to see if they have proof.

Informed her that she should check on her 2023 Quarter 1 bill as well because she hasn't seen the bill yet.

Lydia Campbell January 11, 2023 at 13:04

Internal note

I informed the resident that Clare is out of the office and that there is a government holiday on Monday, so she may not hear back for a week. She seemed understanding and okay with waiting.

Clare Pillsbury January 17, 2023 at 13:48

Internal note

Outbound call to +1 (651) 227-6935

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 227-6935

Time of call: 2023-01-17 19:45:38 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 27 seconds

Clare Pillsbury January 17, 2023 at 13:54

Internal note

Staff left voicemail with property owner to request the check numbers for the payments.

Clare Pillsbury January 18, 2023 at 08:25

Internal note

PO called back for Clare on ticket [#17501](#) with her check #'s:

04/21/2022: [#2421](#) \$69.84 435 Arbor St.
04/21/2022 [#2422](#) \$96.58 1111 Randolph Av

08/24/2022 [#2453](#) \$73.33 435 Arbor St
08/24/2022 [#2455](#) \$101.48 1111 Randolph Av

10/26/2022 [#2470](#) \$69.84 435 Arbor St
10/26/2022 [#2471](#) \$96.58 1111 Randolph Av

It appears WM cashed all the above checks, yet she has a Q3 assessment and possibly a Q4 assessment with no credits on her WM bills.

Clare Pillsbury January 25, 2023 at 15:35

Internal note

Outbound call to +1 (651) 227-6935

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 227-6935
Time of call: 2023-01-25 21:33:13 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 31 seconds

Clare Pillsbury January 25, 2023 at 15:42

Internal note

Staff left voicemail with property owner regarding their recommendation. Hauler records show that the check that was submitted on 8/24/2022 was applied to an old account that the property owner had with WM. Since the Q3 2022 balance has already been sent to the city to be assessed, the hauler applied the payment as a credit to the account. Therefore staff recommends approving the assessment.

Clare Pillsbury January 25, 2023 at 15:43

Internal note

If property owner does not call back in 2-3 days, staff should call property owner to see if they would like a LH.

Clare Pillsbury January 26, 2023 at 11:43

Internal note

Outbound call to +1 (651) 227-6935

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 227-6935
Time of call: 2023-01-26 17:14:35 UTC
Called by: Clare Pillsbury
Length of phone call: 29 minutes, 13 seconds

Clare Pillsbury January 26, 2023 at 12:12

Internal note

Staff called property owner back regarding their recommendation. Property owner is upset because they feel that they are getting double billed, despite staff informing them that their payment made in August would be applied to their April - June invoice. Staff did inform the property owner that they would be removing the late fees from the

assessment and but the property owner wants staff to remove the assessment. The property owner also did not want to attend a legislative hearing.

Clare Pillsbury January 26, 2023 at 12:14

Internal note

[Sarah Haas](#) can you give them a call today and tomorrow? Once you have talked with her, please assign the ticket back to me so I can put in a file for a legislative hearing. This ticket is connected to [#17501](#) (1111 Randolph Ave) as the assessment inquiry is the same.

Clare Pillsbury January 26, 2023 at 12:44

Internal note

Addition to Notes: Property owner stated that she had spoken to WM representatives who stated that she didn't have an old account with WM and that they didn't owe any balance to WM. Staff stated that this was not the information that was communicated to them by the billing manager but that they would double check with them.

Clare Pillsbury January 26, 2023 at 12:57

Internal note

[Sarah Haas](#) Last note, I promise. I just emailed Mary about the discrepancy between what the WM is telling the property owner and what they are telling us. I asked that she respond by tomorrow at 1:00 so you may want to wait until then to call Kimberly back. I did tell her that you would call today or tomorrow. If you want to call earlier though, please feel free.

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