

#10474 473 Howell St S - Q2 2022 Assessment Inquiry

Submitted July 18, 2022 at 10:43
Received via Voicemail
Requester Lorraine Fenner

CCs

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

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

Property ID Number 092823240212
Latitude/Longitude -93.17998,44.92732
Project No. 220109
Location 473 Howell St S, Saint Paul, MN 55116
Other Name Lorraine Fenner
Garbage Hauler Waste Management
Have you contacted your hauler about this garbage bill before? Yes

Staff Comments

Hauler records show that the property owner did call Waste Management on 6/2/2022 to pay their invoice. Notes on the call indicate the the customer service representative had approved waiving the late charge but that the phone call ended before they could follow through on the request. Therefore, staff recommends removing the total amount of \$41.88 in late fees from the assessment. This would reduce the assessment to \$279.36.

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

Total amount due for Delinquent Garbage Bill Assessment 321.24
Legislative Hearing Required Yes

Other Telephone 16122320726
Date of LH (MM/DD/YYYY) 10/6/2022

Stated Reason for Appeal (if given)

Property owner stated that they made multiple efforts with Waste Management to pay Quarter 2 2022 bill paid. They initially tried to pay their bill online, but the system was down. They then called the customer service line to try to pay bill and a customer service agent was supposed to call them back within 24 hours to assist them. However they never received a call back. Therefore, due to multiple attempts to pay their Q2 2022 bill, the property owner does not feel that they should have to pay any assessed late fees.

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

No

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 9:00 AM

Caller +1 (651) 484-4992 July 18, 2022 at 10:43

Internal note

Voicemail from +1 (651) 484-4992

Call Details

Call from: +1 (651) 484-4992

Call to: +1 (651) 413-6624

Time of call: 2022-07-18 15:40:57 UTC

Location: Saint paul, Minnesota, United States

Length of phone call: 2 minutes, 22 seconds

Transcription

Yes, the name is Lorraine fenner f, as in Frank e N N E R. It is in regard to service address 473, South hollow, h O W E L L account number is 500 dash 447699. I am assigned to waste Management in the last couple of months. I have had nothing but problems. I have attempted another times, number of times to get this bill paid. I tried to pay online, the system was down. I spoke with a representative. And after speaking with her, she couldn't get the payment through to and she told me she would get back to me within 24 hours. I never heard back from them. I wanted to pay even on their online number recorded number, but again, they charge an extra \$10.00 and I just didn't want to have to pay that. I have made so many attempts to get this bill paid. I've done my my part and obviously the bill is still not paid. So now it's gone down to you at ramsey county. I just feel under the conditions I shouldn't have to pay these extra charges. Just the original amount. And I do, and I made every effort to get this bill paid. So I would like to talk to someone, I am not available all the time, but I do want to get this cleared up as soon as possible. The best number probably to reach me is 612-232-0726. And I'm just gonna repeat that account number one more time. It's 500 dash 447699. I have another property that's with highland disposal and I don't have any issues at all and everything is always run smoothly and regarding making payments and different things like that. Ok, thanks so much. Bye bye.

Susan Anderson July 18, 2022 at 11:24

Internal note

Lorraine Fenner, located at 473 Howell St S, Saint Paul, MN 55116 contacted the City RE: Assessment Inquiry. PO says she's made multiple efforts with WM to try to get her bill paid. She tried to pay her bill on line and the system was down. She called CS to try to pay bill and they were supposed to call her back within 24 hours but no one called back. Now the bill is an assessment and she doesn't feel she should have to pay the late fees. The residence is an apartment building (4+ units) and the Q2 2022 bill is for \$321.24.

Clare Pillsbury July 28, 2022 at 08:57

Internal note

[Sarah](#) assigning this to you. Since it appears the property owner made a good faith effort to pay, my recommendation would be to remove the late fees. I am just waiting to get a breakdown of the invoice from Mary so we can figure out how much to remove.

Clare Pillsbury August 26, 2022 at 17:38

Internal note

Outbound call to +1 (612) 232-0726

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 232-0726

Time of call: 2022-08-26 22:36:27 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 23 seconds

Clare Pillsbury August 26, 2022 at 17:41

Internal note

Staff called property owner and left a voicemail to inform them of their recommendation. Since hauler records show that the property owner did call WM on 6/2/2022 about paying their invoice, staff recommends removing the total amount of \$41.88 in late fees from the assessment. This would reduce the assessment to \$279.36.

Clare Pillsbury September 27, 2022 at 10:19

Internal note

File #CG2203A1 / 220109

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