

#12739 679 Maryland Ave E - Q2 2022 Assessment Inquiry (Spanish)

Submitted September 16, 2022 at 08:55
Received via Phone call (inbound)

Requester
 Alberto Reynoso Arellano <spjcleaningservice@gmail.com>

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

Assessment No. 220109 **Property ID Number** 202922430209 **Latitude/Longitude** -93.0718,44.97769

Location 679 Maryland Ave E, Saint Paul, Minnesota, 55106 **Garbage Hauler** Waste Management **Rescheduled LH Date:** 10/20/2022

Have you contacted your hauler about this garbage bill before?
 Yes

Staff Comments

Hauler records show that that the initial payment was received on 5/19/2022 at the correct address. However, this was returned to the property owner due to a lack of information necessary to apply the payment to the account. The hauler was unable to provide specific information regarding what information was missing from the payment. The billing manager stated that it was most likely that the account ID number was not included. Therefore staff recommends approving the assessment.

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 111.04 **Legislative Hearing Required** Yes

Rescheduled LH Time: 9:00 AM **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 in May 2022. They spoke with WM today and they said that there were no payment received.

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** 9:00 AM

Susan Anderson September 16, 2022 at 08:55

Internal note

Call from: +1 (651) 424-2707
 Call to: +1 (651) 413-6624
 Time of call: September 16, 2022 at 1:55:30 PM
 Answered by: Susan Anderson

Susan Anderson September 16, 2022 at 09:07

Internal note

Consultation call
 Initiated by: Susan Anderson

Received by: Clare Pillsbury

Clare Pillsbury September 16, 2022 at 09:07

Internal note

Call transferred.
From: Susan Anderson
To: Clare Pillsbury

Clare Pillsbury September 16, 2022 at 09:10

Internal note

Inbound call from +1 (651) 424-2707

Call Details
Call from: +1 (651) 424-2707
Call to: +1 (651) 413-6624
Time of call: 2022-09-16 13:55:30 UTC
Location: Minnesota, United States
Answered by: Clare Pillsbury
Length of phone call: 15 minutes, 21 seconds

Clare Pillsbury September 16, 2022 at 09:13

Internal note

Call was transferred to staff member who spoke Spanish but the sound quality was too bad to understand resident. Staff told resident they would call them back.

Clare Pillsbury September 16, 2022 at 16:53

Internal note

Outbound call to +1 (651) 424-2707

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 424-2707
Time of call: 2022-09-16 21:39:28 UTC
Called by: Clare Pillsbury
Length of phone call: 14 minutes, 15 seconds

Clare Pillsbury September 16, 2022 at 17:02

Internal note

Property owner stated that they paid their Q2 2022 invoice in May 2022. They spoke with WM today and they said that there were no payment received.

Clare Pillsbury September 16, 2022 at 17:15

Hola Alberto,

Según nuestra conversación de hoy, por favor envíe un comprobante de pago de su factura de basura de abril a junio.

¡Gracias!

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>

Alberto Reynoso Arellano September 24, 2022 at 12:53

Alberto Reynoso Bank Statements

Clare Pillsbury September 26, 2022 at 08:43

Recibí sus comprobantes del pago Alberto. ¡Gracias! Los revisaré hoy.

Atentamente,

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 October 10, 2022 at 09:46

Internal note

Note: Hauler did respond to email but response was not set to Zendesk. We are waiting on a payment research request submitted by Mary on 10/7/2022.

Clare Pillsbury October 12, 2022 at 16:53

Internal note

Property owner requested to be scheduled for a legislative hearing on 10/2/2022 at 9:00 AM (see ticket [#13562](#)).

Clare Pillsbury October 12, 2022 at 16:55

Internal note

(update to previous note: ticket should be [#13564](#))

Clare Pillsbury October 13, 2022 at 09:43

Internal note

Outbound call to +1 (651) 424-2707

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 424-2707

Time of call: 2022-10-13 14:29:32 UTC

Called by: Clare Pillsbury

Length of phone call: 13 minutes, 28 seconds

Clare Pillsbury October 13, 2022 at 09:46

Internal note

Staff spoke with property owner and confirmed that they were scheduled for a legislative hearing on 10/20/2022. Staff will also follow up with hauler to request information that the property owner should have included with the payment.

Clare Pillsbury October 17, 2022 at 11:37

Internal note

Outbound call to +1 (651) 424-2707

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 424-2707

Time of call: 2022-10-17 15:52:07 UTC

Called by: Clare Pillsbury

Length of phone call: 45 minutes, 4 seconds

Clare Pillsbury October 17, 2022 at 12:02

Internal note

Property owner stated that they did not return the payment for the Q2 2022 assessment until September 2022. They wanted to know why it took so much time for the payment to be returned.
