

#22772 2226 Cardinal Place- Q1 2023 Assessment Inquiry

Submitted April 19, 2023 at 14:19
Received via Voicemail
Requester Jeff Erickson <rpcvthaimn@gmail.com>

CCs

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

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

Assessment No.	Property ID Number	Do you need an interpreter?	Latitude/Longitude
230108	022822410036	No	-93.00636,44.93917

Location	Other Name	Garbage Hauler
2226 Cardinal Pl, Saint Paul, Minnesota, 55119	Jeff Erickson	Waste Management

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that there were only two payments made during Quarter 1 2023. The first was on 1/25/2023 for \$116.41 and the second was on 1/26/2023 for \$116.41 as well. There were also two records of charge backs for Quarter 1 2023. The first was a chargeback for \$106.79 on 2/2/2023 and the second was a chargeback for \$116.41 on 2/7/2023. Based on payment dispute records, the chargebacks were for a payment that was made on 10/25/2022 for \$106.79 and for a payment made on 1/25/2023 for \$116.41 via credit card. In the payment information, the property owner's email was listed. The request to un apply the payments was made directly from the credit card company due to identified fraud. The property owner's bank statement shows that there was a payment made to Waste Management on 1/27/2023 for \$116.41. However, the chargebacks on the account negated the payment. Therefore, staff recommends approving the assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2023	8/23/2023

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

Other Telephone	Date of LH (MM/DD/YYYY)	Other Email
19526574170	7/6/2023	rpcvthaimn@gmail.com

Stated Reason for Appeal (if given)

Property owner reports they made the following payments to Waste Management via autopay: \$116.41 on 1/25, \$116.41 on 1/26, \$106.79 on 2/3, \$116.41 on 2/8, and \$116.41 on 4/14 They stated that they spoke to a Waste Management CSR and was told that they were up to date on all of their payments.

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

No

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

January 1 - March 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 1 (January - March)	9:00 AM

Jeff Erickson April 19, 2023 at 14:19

Internal note

Voicemail from +1 (952) 657-4170

Call Details

Call from: +1 (952) 657-4170

Call to: +1 (651) 413-6624

Time of call: 2023-04-19 19:16:19 UTC
Location: Mayer, Minnesota, United States
Length of phone call: 2 minutes, 28 seconds

Transcription

Hello, my name is Jeff erickson address 2326 cardinal place. Saint paul, 55119. I received a notice about coverage for waste Management. A do the auto pay and briefly i did get a bill in the mail too, from them. So I paid that, but looking at my app right now and it shows on autopay and close paid up. The last bill I paid was a \$116.00 if of work. So if you get a chance, call me back at this number 952657417. The next.

Michele Barnhart April 19, 2023 at 14:37

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (952) 657-4170
Time of call: 2023-04-19 19:36:14 UTC
Called by: Michele Barnhart
Length of phone call: 51 seconds

Michele Barnhart April 19, 2023 at 14:46

Internal note

Property owner of 2226 Cardinal Place says that he has auto-pay set up and he received an assessment for \$106.79.

Michele Barnhart April 19, 2023 at 15:12

Internal note

Property owner reports that auto payments were made to Waste Management 2/3 106.79 2/8 116.41 4/14 116.41
Also had payments taken out on 1/25 116.41 1/26 116.41
He tried talking waste management and they told him he was up to date on all of his payments.

Clare Pillsbury April 20, 2023 at 11:53

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (952) 657-4170
Time of call: 2023-04-20 16:51:16 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 21 seconds

Clare Pillsbury April 20, 2023 at 11:55

Internal note

Staff called property owner and left a voicemail requesting that they send proof of payment. They informed the property owner that they could either send this proof of payment to the general garbage email, or call staff to give them their email address.

Clare Pillsbury April 20, 2023 at 14:36

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (952) 657-4170
Time of call: 2023-04-20 19:31:38 UTC
Called by: Clare Pillsbury
Length of phone call: 4 minutes, 46 seconds

Clare Pillsbury April 20, 2023 at 14:40

Internal note

Staff called property owner and confirmed that they recieved an email from them with documentation of the payments they made in April [#22863](#). Staff clarified that they just needed documentation of the payments made in January and February and informed the property owner that they would send them an email with more information.

Clare Pillsbury April 20, 2023 at 14:41

Hello Jeff,

Thank you for your patience. Please respond to this email with documentation of the following payments:

\$116.41 on 1/25

116.41 on 1/26

\$106.79 on 2/3

\$116.41 on 2/8.

Feel free to reach out with any additonal 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>

Jeff Erickson April 20, 2023 at 15:22

Hi Claire,

I could only find two this year that were actually debited from my checking account.

Jeff

2:31 



◀ Search



Transaction Detail

Log Out

Amount

-\$116.41

Date

01/27/2023

Description

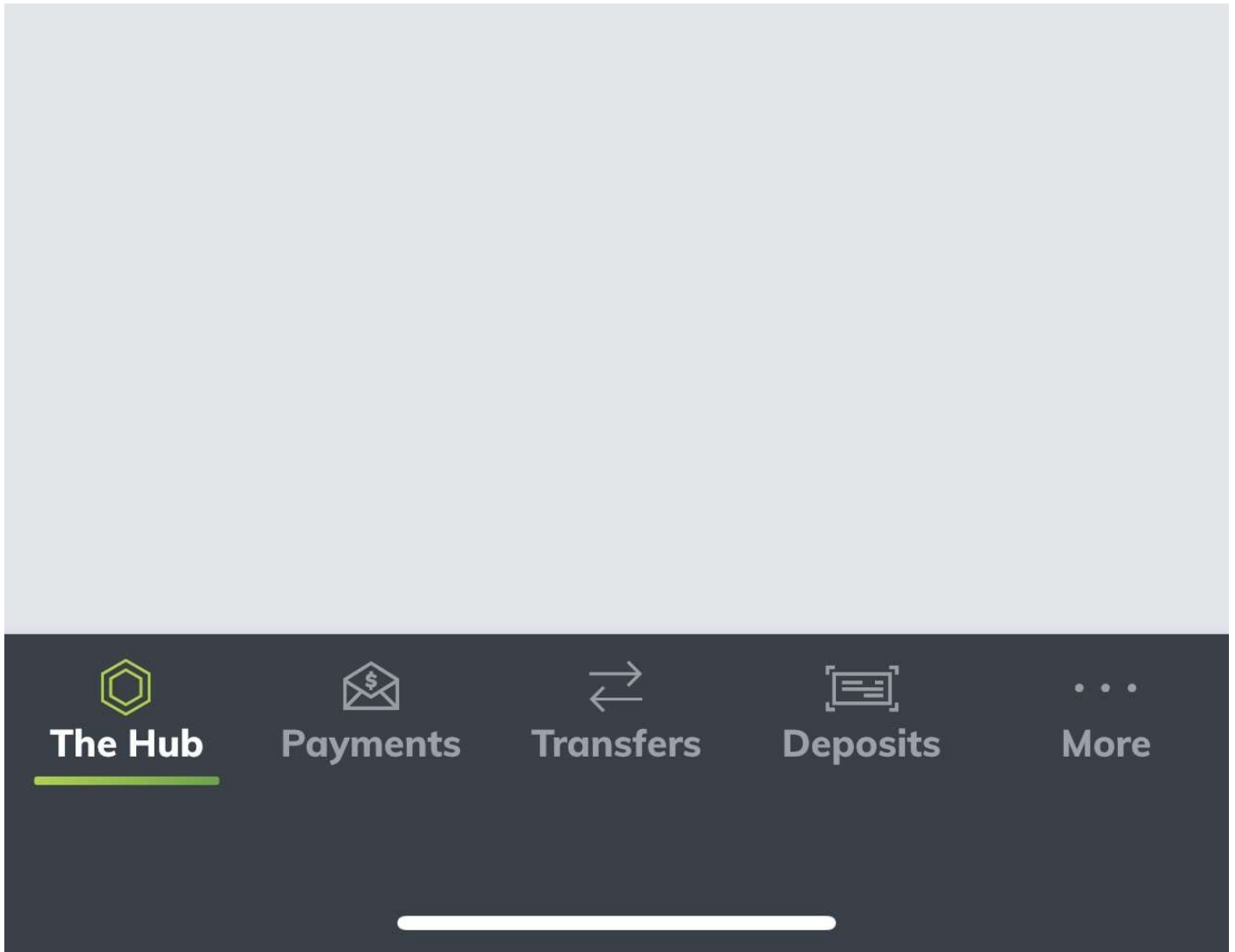
WASTE MANAGEMENT INTERNET

Type

Electronic Debit

Account

Huntington High Value Checking *5348



12:41 



◀ Search



Transaction Detail

Log Out

Amount

-\$116.41

Date

04/17/2023

Description

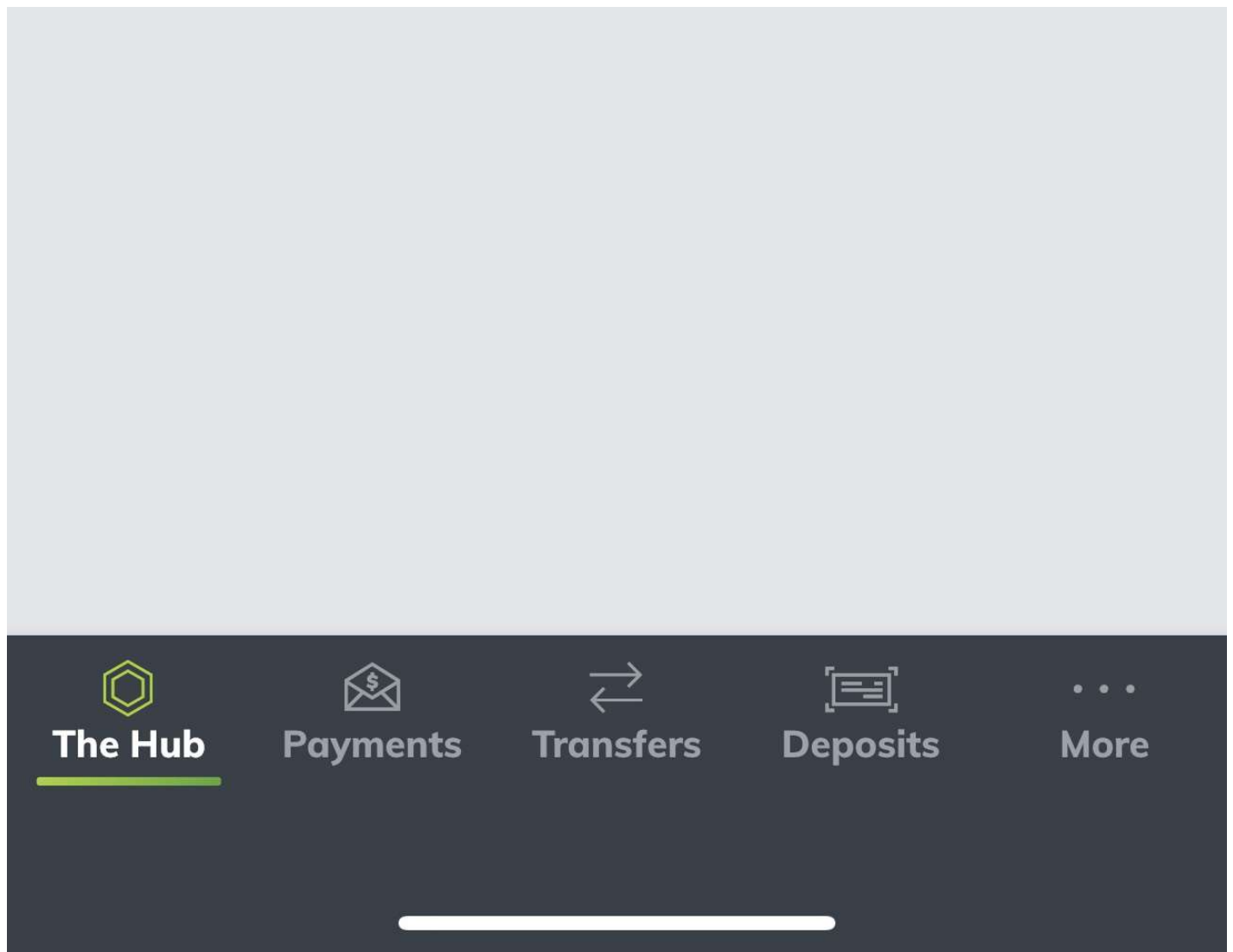
WASTE MANAGEMENT INTERNET

Type

Electronic Debit

Account

Huntington High Value Checking *5348



Clare Pillsbury April 20, 2023 at 15:24

Thank you Jeff. I will forward these to Waste Management as proof of payment. You should hear back from me within a couple days with an update.

Best,

Clare Pillsbury
Clare Pillsbury
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Department of Public Works - Garbage
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<https://www.stpaul.gov/garbage>

Clare Pillsbury April 21, 2023 at 10:29

Internal note

Outbound call to +1 (952) 657-4170

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (952) 657-4170
Time of call: 2023-04-21 15:27:26 UTC

Called by: Clare Pillsbury
Length of phone call: 2 minutes, 7 seconds

Clare Pillsbury April 21, 2023 at 10:41

Hello Jeff,

I just left you a voicemail because I am a bit confused about the payment that was made on 1/27/2023. Account records for the property that were provided by Waste Management show that there were the following two payments made to the account in January:

01/25/23 RECUR-VISA PMT SLB	116.41
01/26/23 OTP-PRE-ACH PMT SLB	116.41

However, following those payments there appears to be a charge back of \$106.79 made on 02/02/23 as well as another charge back of \$116.41 made on 2/7/2023. This created a new invoiced amount of \$106.79 that was sent to the city as an assessment when it was not paid by the end of the service period.

What I am still confused on is why the charge backs occurred. Waste Management provided notes for all the phone calls regarding the account between January and March 2023. It looks like someone called Waste Management to call and dispute the payments that were made in January due to "FRAUD-CARD ABSENT ENVIRONMENT." I am not sure what this means or who they spoke to exactly. If possible, please give me a call or email me back to provide clarification on why someone would call to contest the payments.

Thank you for your patience. Please let me know if you have any additional questions or concerns.

Clare Pillsbury
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City of Saint Paul
Department of Public Works - Garbage
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Jeff Erickson April 22, 2023 at 10:46

Hello Claire,

Sorry about the late response but I had a case of stomach flu yesterday.

I have no idea about the credit fraud. The only thing I can think of is that I was renting my house up until April 15 of last year. The former tenants, Emily and Kaleb Erickson, had the same surname as me but there is no relation. Perhaps there has been a mix up? I really don't know.

It is odd about all of those payments being listed, but some were taken off. I can see that the two I sent to you were taken off of my checking account. When I chatted with WM, they just said my account was up to date.

Please keep me informed of the situation and I will provide any information I can.

I am feeling better today so please feel free to call at anytime.

Which credit card was it? Perhaps I can call and ask about it. I was never informed about any credit card fraud going on.

Regards,

Jeff

Michele Barnhart April 24, 2023 at 08:17

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 657-4170

Time of call: 2023-04-24 13:15:37 UTC

Called by: Michele Barnhart

Length of phone call: 1 minute, 21 seconds

Michele Barnhart April 24, 2023 at 08:20

Internal note

Poperty owner of 2226 Cardinal Place returning call would like to discuss the email from Waste Management.

Clare Pillsbury April 25, 2023 at 08:52

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 657-4170

Time of call: 2023-04-25 13:37:40 UTC

Called by: Clare Pillsbury

Length of phone call: 14 minutes, 22 seconds

Clare Pillsbury April 25, 2023 at 08:53

Internal note

Staff spoke to property owner to give them an update of where they were in the inquiry. Property owner stated that they were out of the country and did not call WM about the account until they recieved an Invoice and Final Notice in April. They did confirm that there were charges on their account in Q1 2023 that did not go through. Staff requested that they send documentation of that via email and property owner confirmed that they would.

Clare Pillsbury April 26, 2023 at 12:30

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 657-4170

Time of call: 2023-04-26 17:28:47 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 16 seconds

Clare Pillsbury April 26, 2023 at 12:47

Hello Jeff,

Below is the information I was able to get from Waste Management regarding the payment reversal

I'm going with the assumption that Jeffrey Erickson asked to have those two payments charged back to his credit card. Because of the verbiage used – the person that asked for the reversal contacted the Credit Card company directly – it was not done thru WM.

They also confirmed that the payment that was listed on your account as being made on 1/27/2023 was likely the payment they have in their records as being made on 1/16/2023 and that was reversed on 2/7/2023. Since it looks like the reversal was done through the credit card company, I would give them a call and see why they may have reversed the payment. I believe you stated that you were living outside the twin cities area at the time so maybe that was it? Please let me know if you find anything else out from your credit card company.

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 April 26, 2023 at 13:25

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 657-4170

Time of call: 2023-04-26 18:09:28 UTC

Called by: Clare Pillsbury

Length of phone call: 16 minutes, 1 second

Clare Pillsbury April 26, 2023 at 13:26

Internal note

Staff called property owner and requested that they reach out to their bank to see if they requested that the payments be reversed.

Jeff Erickson April 26, 2023 at 16:35

Clare,

Hete is a copy of my payment. I did not see any credits being applied the following month.

I did not ha ve time to call them. Perhaps you can ask Huntington if there were any credits to my account after that? I do not see any.

Best,

Clare Pillsbury
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Clare Pillsbury April 27, 2023 at 15:59

Internal note

Staff received additional account statements from the property owner and provided the following response on ticket [#23206](#):

Thanks Jeff. Unfortunately, despite this new information, my response is still the same. This information does help but you need to talk to your bank first about the (supposed) payment reversal before we can go any further with the inquiry. Please let me know once you have had a chance to talk to them. I appreciate your patience and willingness to provide information. Hopefully we will be able to sort this out soon!

Jeff Erickson April 27, 2023 at 16:42

According to my bank, there have been no reversals.

Jeff

Jeff Erickson April 27, 2023 at 16:43

What's next?

Clare Pillsbury April 28, 2023 at 10:27

Great question. Thanks for reaching out to your bank for the clarification. I did reach out to WM yesterday to ask where the reversal was sent and they responded with the following"

I sent an e-mail to the person with our company who actually did the reversals after getting notification from the CC company. I'm waiting for her response to see what more information she can give me.

Hopefully we will hear back from them soon. Otherwise, I will check in with them early next week and get back to you. Thank you again for your patience with this and let me know if you have any additional questions.

Best,

Clare Pillsbury
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Jeff Erickson April 28, 2023 at 11:03

All I can say is the payments made this year were through my debit card and there were no reversals from my bank. Thank you for your assistance.

Clare Pillsbury May 1, 2023 at 09:52

Outbound call to +1 (952) 657-4170

Internal note

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 657-4170

Time of call: 2023-05-01 14:36:51 UTC

Called by: Clare Pillsbury

Length of phone call: 15 minutes, 10 seconds

Clare Pillsbury May 1, 2023 at 09:54

Internal note

Staff called the property owner and stated that the two reversals on their account were for payments made on 10/25/2022 for \$106.79 and on 1/25/2023 for \$116.41 from a visa account ending in 4755. Staff therefore encouraged the property owner to reach out to their visa card company.

Clare Pillsbury May 1, 2023 at 09:59

Hello Jeff,

I have attached the records that you requested for the two payments that were charged back to your visa account ending in 4755. The payment of \$106.79 made on 10/25/2022 was reversed on 2/2/2023 and the payment of \$116.41 that was made on 1/25/2023 was reversed on 2/7/2023. Please let me know if you have any additional questions or concerns.

Best,

Clare Pillsbury

Clare Pillsbury

City of Saint Paul

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Jeff Erickson May 1, 2023 at 11:31

There were no reversals with my Chase Visa card. On November 9, 2022 there was a payment to the city for \$108.60.

Also, I cannot find a credit card with the last 4 digits being 4755. What credit card was that?

Jeff

Clare Pillsbury May 1, 2023 at 12:51

Thanks Jeff. Unfortunately WM is unable to give me more information than what they provided. The card seems to be attached to your email address. Could it be a fraud case?

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>

Jeff Erickson May 1, 2023 at 13:12

Yes. I cannot find the reversals. In fact, I do not have a card ending in 4755. I have called the credit card banks.

Jeff

Jeff Erickson May 1, 2023 at 13:17

Maybe it's the old tenants? They once told me the garbage bill had to be in my name.

Jeff

Jeff Erickson May 1, 2023 at 13:20

None of my credit cards show a reversal of charges. Perhaps you can check how the bill was paid I 2021 or 2022 up until April of 2022.

Jeff

Jeff Erickson May 1, 2023 at 13:23

November 9th, 2022 I had a charge of \$108.60 on my Visa card ending in 2029.

Something got messed up in the records. Could be because St Paul wanted gRbGe bills to be in the owners name-not the tenants name. I already ended up paying their water bill for that reason.

Jeff

Clare Pillsbury May 1, 2023 at 15:26

Internal note

Outbound call to +1 (952) 657-4170

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (952) 657-4170

Time of call: 2023-05-01 20:09:08 UTC

Called by: Clare Pillsbury

Length of phone call: 17 minutes, 43 seconds

Clare Pillsbury May 1, 2023 at 15:35

Internal note

Staff spoke to property owner and explained that there was nothing more they can do regarding the billing issue. Staff did offer to schedule the property owner for a legislative hearing and the property owner confirmed that they would like to attend.

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