

#365089 900 Westminster St - Q3 2023 Assessment Inquiry (WM) - LH Remove

| | | |
|---------------------------|---------------------|--|
| Submitted | Received via | Requester |
| January 11, 2024 at 06:59 | Mail | Kimberly Herrgott <kherrgott@farmington.k12.mn.us> |

CCs
 Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>, Sarah Haas <sarah.haas@ci.stpaul.mn.us>, Susan Anderson <susan.anderson@ci.stpaul.mn.us>

| | | | | |
|------------------------|------------------------|-----------------|--------------|-----------------|
| Status category | Ticket status | Priority | Group | Assignee |
| Pending | Pending - Future Event | Normal | PW - Garbage | Lydia Campbell |

| | | |
|---------------------------|------------------------------------|---------------------------|
| Property ID Number | Do you need an interpreter? | Latitude/Longitude |
| 292922320127 | No | -93.08525,44.96837 |

| | | |
|--|-------------------|-----------------------|
| Location | Other Name | Garbage Hauler |
| 900 Westminster St, St. Paul, Minnesota, 55130 | Kim Herrgott | Waste Management |

Have you contacted your hauler about this garbage bill before?

Yes

Billing year for Delinquent Garbage Bill Assessment

2023

| | |
|--|------------------------|
| Total amount due for Delinquent Garbage Bill Assessment | Other Telephone |
| 133.87 | 16514603823 |

| | |
|--------------------------------|---|
| Other Email | Stated Reason for Appeal (if given) |
| kherrgott@farmington.k12.mn.us | PO says she has proof is current and has not ever been delinquent |

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

Yes

Billing period for Delinquent Garbage Bill Assessment

Quarter 3 (July - September)

Vickee Nelson January 11, 2024 at 06:59

See below

From: Herrgott, Kim <kherrgott@farmington.k12.mn.us>
Sent: Wednesday, January 10, 2024 4:43 PM
To: *CI-StPaul_LegislativeHearings <LegislativeHearings@ci.stpaul.mn.us>
Subject: Assesement File cg2304a2
Importance: High

Hello

I am definitely requesting a legislative hearing in this matter as I do NOT owe for Garbage collection for July-September.

I have proof I am current and have not ever been delinquent.

I need to know how to proceed as I have a zoom hearing tomorrow at 11 am and have not received any information to attend.

My property id # is 29-29-32-0127

Thank you,
Kim Herrgott



Kim Herrgott | Director of Dining Services| O.651.460.3823
kherrgott@farmington.k12.mn.us

Susan Anderson January 11, 2024 at 08:32

You sent an incomplete property ID number, 29-29-32-0127. It should have twelve digits not ten. Please send complete property ID number, then we can proceed in assisting you.

Thank you.

Susan Anderson
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Susan Anderson January 11, 2024 at 08:38

You sent an incomplete property ID number, 29-29-32-0127. It should have twelve digits not ten. Please send complete property ID number, then we can proceed in assisting you.

Thank you,

Susan Anderson
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Susan Anderson January 11, 2024 at 08:41

Internal note

Lydia, PO sent incomplete property ID so I don't know address or assessment information. Please contact as soon as possible as her legislative hearing is today and she has not received any information regarding the hearing. Thank you!

Kimberly Herrgott January 11, 2024 at 08:50

Hello

Apologies, the property id number listed on the hearing notice is 29-29-32-0127



SAINT PAUL
MINNESOTA

Saint Paul City Council Public Hearing Notice Ratification of Assessment

pd
187.52
7/24/23
pd
224.26
10/17/23

OWNER OR TAXPAYER

Kimberly Herrgott
900 Westminister St
St Paul MN 55130-4036

FILE # CG2304A2

ASSESSMENT #230115

PROPERTY ADDRESS
900 WESTMINSTER ST

PROPERTY ID NUMBER
29-29-22-32-0127

ASSESSMENT Collection of delinquent Garbage Bills for services provided July through September 2023.

The proposed assessment for the above property is **\$133.87**.

The City previously mailed to you a final invoice for this service. Since the invoice was not paid by the due date, it is now being processed as an assessment on your property.

LEGISLATIVE PURPOSE: To assist in resolving disputed assessments.

HEARING TIME: Thursday, January 11, 2024 at 11:00 AM

Hearings will be conducted via teleconference. If you are contesting, please fill out the form at www.stpaul.gov/hearinggarbage within 5 days of receiving this notice or by calling 651-266-6101.

CITY COUNCIL PURPOSE: To consider ratification of the assessment.

PUBLIC HEARING TIME: Wednesday, March 13, 2024 at 3:30 PM

PLACE: City Council Chambers, Third Floor, City Hall-Court House, 15 W Kellogg Blvd
Written or oral statements by any owner will be considered as a further appeal after first attending a Legislative Hearing by: 1) submitting written objections by US mail to City Clerk, 15 W. Kellogg Blvd., 310 City Hall, St. Paul, MN 55102 or by email to legislativehearings@ci.stpaul.mn.us, or 2) providing objections by voice mail 651-266-6805.

Information is also available on the Council's website

www.stpaul.gov/department/city-council/city-council-public-hearing-live-testimony or on the Council's agenda at www.stpaul.legistar.com.

PAYMENT OPTIONS Per city ordinance you may prepay all or part of your delinquent Garbage Bill before it is approved as an assessment. Options to prepay:

1. Pay online at www.stpaul.gov/assessments.
 2. Mail payment to the address on the reverse side and include your name and property address.
- Note: We do not accept payment by phone.

ASSESSMENT INFORMATION If the assessment is approved, you will have until November 15, 2024 to pay before the City sends it to Ramsey County for collection with your 2025 property taxes. No interest is applied to this charge, but a \$2.50 flat fee will be added per city ordinance to cover administrative costs.

CONTINUED ON REVERSE SIDE

NOTIFICATION DATE 12/15/2023

Kim



Kim Herrgott | Director of Dining Services | O.651.460.3823
kherrgott@farmington.k12.mn.us

Susan Anderson January 11, 2024 at 15:44

Internal note

Lydia, can you follow up with Kim? I'm not sure what happened at her hearing today.

Susan Anderson January 11, 2024 at 15:50

Hi Kim,

Thank you for sending a copy of your Notice and the property ID. I'm so sorry to be getting back to you so late in the day--after the hearing! Did the hearing officer call you this morning? Did it go OK? If not, please let me know and another legislative hearing can be scheduled.

Thank you!

Susan

Susan Anderson
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Susan Anderson January 11, 2024 at 15:53

Internal note

Kim Herrgott located at 900 Westminster St, St. Paul, Minnesota, 55130 contacted the City RE: - Q3 2023 Assessment Inquiry. PO says she paid her Q3 bill on 07/24/2023. Her legislative hearing was this morning and she had some questions. Lydia, did she get called this morning for a hearing?

Kimberly Herrgott January 11, 2024 at 15:53

Hello

No one called me today, I was told that my case was continued until July.

Is my provided documentation not enough to show that I do not owe the assessment that was submit in error by Waste Management?

I am very confused by this process.

Please advise.

Thank you,
Kim



Kim Herrgott | Director of Dining Services| O.651.460.3823
kherrgott@farmington.k12.mn.us

Susan Anderson January 11, 2024 at 16:08

Hi Kim,

I am sorry for how confusing this all is. I believe the Legislative Hearing Coordinator meant January 25, 2024 between 9am-10am. My colleague, Lydia, who handles assessment questions will confirm this time with you.

I see you have sent us documentation of proof of payment which is very good for your case. Lydia will contact you further about the process. Again, my apologies for all the confusion!

Thank you,

Susan

Susan Anderson
 City of Saint Paul
 Department of Public Works - Garbage
 651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Kimberly Herrgott January 11, 2024 at 16:10

Hello

I am very confused as to why I am being forced to dispute this issue when I do not owe them any more money and therefore should not have been assessed at all.

Why is this so complicated?

Please advise.

Thank you,
 Kim



Kim Herrgott | Director of Dining Services| O.651.460.3823
kherrgott@farmington.k12.mn.us

Susan Anderson January 11, 2024 at 16:14

Internal note

Lydia, can you please follow up with Kim to confirm her date and time for a Legislative Hearing. Mai sent her an email stating her hearing would be stayed until "July 25" but I believe she meant "January 25." Can you confirm with Mai the correct date and then let Kim know? Thank you! (See Mai's email below.)

Hello Ms. Herrgott,

I have forwarded your information to staff at the Garbage Collection Program. They will look into it and if a hearing is necessary, they will reach out to you to attend the hearing. As this was just yesterday's email, I am going to continue the matter to July 25 via telephone hearing between 9 and 10 a.m. We will call you into the hearing so no information will be sent to you about joining a zoom meeting.

Also, in ticket [#368140](#), Kim sent in proof of payment for Q3, so she may not even need a hearing if her assessment can be lifted.

Lydia Campbell January 12, 2024 at 08:51

Internal note

Outbound call to +1 (651) 460-3823

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 460-3823

Time of call: 2024-01-12 14:49:55 UTC

Called by: Lydia Campbell

Length of phone call: 2 minutes, 1 second

Lydia Campbell January 12, 2024 at 08:52

Internal note

Left voicemail for PO with correct information

Lydia Campbell January 12, 2024 at 09:00

Internal note

Copy of Q3 Invoice for 900 Westminster St

Lydia Campbell January 12, 2024 at 09:30

Internal note

Kimberly Herrgott purchased the property on 04/26/23. The Q3 invoice from WM shows that she was billed for prorated service starting 05/14/23, a large appliance pickup, and Q3 service.

Lydia Campbell January 12, 2024 at 09:45

Good Morning Kim,

Thank you for reaching out about the assessment on your property at 900 Westminster St. I understand that you want to contest this assessment because you believe that you already paid. I am taking over to investigate the issue on your behalf to help clear up the confusion or to find if there was an error.

From what you stated to my colleagues Mai and Sue, it seems that the two main pieces you are contesting are:

1. You should not have owed for service during April-June and
2. You already paid Waste Management for July-September service, so you should not have received this assessment.

Is this correct?

If so, I will need the following from you: **Please provide me with proof of your payment to Waste Management.** I need to see that the payment was made between July 1-September 30 from you account to Waste Management. This can be a screenshot of your account, copy of a receipt, etc. *The document that you shared is an invoice, not a receipt. This is not considered proof of payment.*

The next steps I am taking on your behalf are to ask both Waste Management and our City assessments office for billing records on your account.

I see that you purchased this property on April 26. Your invoice from Waste Management shows that you were billed for prorated service starting May 14, a large appliance pickup, and July-September service. This is standard billing practice for haulers. If someone buys a property partway through a billing quarter, the hauler prorates the service for the new owner and places the amount on the next bill. Since there is about a two week space between the sale of the house and the start of your service, I do not see where you believe your billing overlapped with the previous owner's bill. However, I am curious about the appliance charge. **Did you have any large items placed out for pickup since you purchased the property? If so, how many/what were they?**

As you were made aware, when an assessment is contested, it needs to be brought before a hearing officer at a legislative hearing. You missed the hearing that occurred yesterday, however, there is another one on **January 25, 2024** that you can attend. If you decide to do so, I will add you to the schedule for 9:00AM. You can attend in person or by phone.

Thank you for your patience as I work to help you through this process.

Lydia

City of Saint Paul
Public Works - Solid Waste
651-266-6101

Kimberly Herrgott January 12, 2024 at 10:05

Hello Lydia

The attachment I sent, included two invoices so you had their numbers and the last two pages shows my account and the two payments that cleared for each of the invoices.

I am attaching them separately now so that you can clearly see that I have paid for my portion of the April-June billing when I moved in to my home in June and the July – September invoice.

Pages 1& 2 = invoices

Pages 3&4 = account payment proof

The April-June Bill was already assessed and paid by me thanks to the former owner who failed to pay.

So, yes, I am stating that I do not owe any additional monies for July – September as I have paid for those months.

I spoke to several people at WM and they discovered the error , but told me that they do not contact you to notify them of their error. I can locate the first name of the wm customer service rep who discovered the error and stated that she would have her supervisor investigate.

Thank you for your assistance in this matter, and I would like to know why I have to take a day off of work to contest this matter as the error was clearly not my fault.

Kind regards,
Kim Herrgott

Lydia Campbell January 12, 2024 at 10:32

Internal note

Payment history with WM:

Q3 Invoice: \$217.82

- 07/25 -- \$187.52 via VISA

Q4 Invoice: \$224.26

- 10/18 -- \$224.26 via CHECKING

Property Assessments:

Q2: \$133.87

Q3: \$133.87

Lydia Campbell January 12, 2024 at 11:11

Kim,

Thank you for pointing that out. I apologize for not looking more closely to notice there was more than one page.

When I put it all together, I am seeing the following,

Payment history with WM:

Q3 Invoice: \$217.82

- 07/25 -- PAID \$187.52 via VISA

Q4 Invoice: \$224.26

- 10/18 -- PAID \$224.26 via CHECKING

Property Assessments:

Q2: \$133.87 (PAID)

Q3: \$133.87 (PENDING)

I understand now why you are saying that Q2 was charged twice, as well as the issue with Q3. I am struggling to understand the difference in amounts for the Q2 payment vs. invoice vs. assessment. Are you able to shed light? Did WM reduce the invoice?

As for the hearing, if you and I find a solution that we agree on, I will be able to attend on your behalf and state your case. I anticipate that whatever I recommend will be approved.

I am working to process a lot of cases, so please expect about 1-3 business days for me to reply on further conversations about this issue.

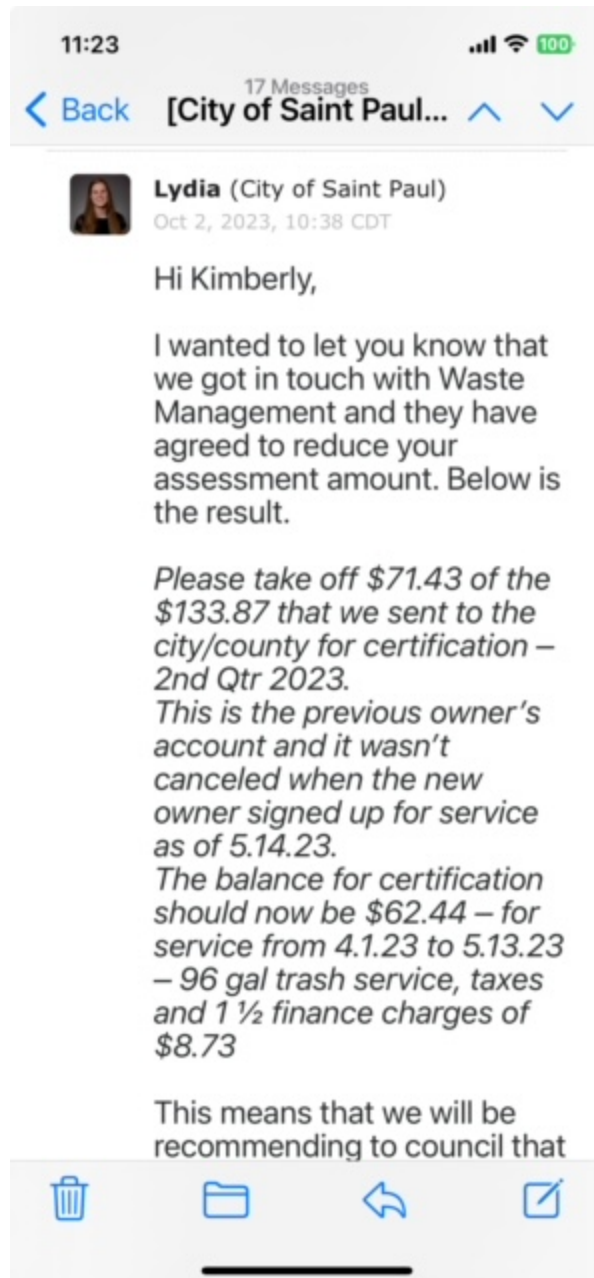
Thank you for your patience,

Lydia

Kimberly Herrgott January 12, 2024 at 11:43

Hello

Yes, WM reduced the assessment amount here is a screenshot of the email



I do not owe anymore money for July- September and that is obvious as I do not owe any additional monies as my invoice was paid in full. So not sure why I would have to pay anymore as the service was only for me, and they billed the previous owner simultaneously.

What do I have to do to get this resolved as there should not be any assessment for the time frame.

I guess I am not understanding why my proof of payments is not ample proof that I owe nothing more for July-Sept as it shows NOTHING is past due?

The only money due is for my current bill which is NOT overdue either.

Can you please explain to me why this issue has to be settled as the ONLY issue is that they billed the previous owner for July- September in error.

I do not owe them for the July-Sept billing period as I paid my bill in full, so I want the error to be corrected and the assessment to be retracted as it was an mistake.

Thank you,
Kim

The screenshot shows the WM online account portal. The user is logged in as Kim. The page displays the following information:

- Dashboard** | **Billing** | **Services**
- Need Help?** | **US - English** | **Kim**
- Autopay** | **Enroll**
- Paperless** | **Manage**
- Invoice Amount**: \$112.57
- Note**: Payments may take 3 business days to reflect on current balance.
- Make a Payment** button
- Payment History** table:

| PAYMENT DATE | PAYMENT AMOUNT | PAYMENT METHOD | STATUS | CONFIRMATION NUMBER |
|--------------|-------------------------|-------------------|-----------|---------------------|
| 10/18/2023 | \$224.26 ^{USD} | CHECKING ****4004 | PROCESSED | 80081909753 |
| 07/25/2023 | \$187.52 ^{USD} | VISA ****0412 | PROCESSED | 80076379747 |

- Aged Balance of Accounts** (Hide):
- 30 Days: \$0.00^{USD}
- 60 Days: \$0.00^{USD}
- 90 Days: \$0.00^{USD}
- 120+ Days: \$0.00^{USD}

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WM, formerly known as Waste Management, is North America's leading provider of comprehensive environmental solutions. WM is **Always Working For A Sustainable Tomorrow**®

Kimberly Herrgott January 12, 2024 at 12:34

Hello

I just spent 30 minutes on the phone with Joe at Waste Management.

He stated that they have corrected their error and will notify the city within 1-2 business days of their error and request that the collection file is removed and the assessment is deleted as it is not valid.

They corrected the billing that they sent to you (the city) for collection in August and NO ONE bothered to contact the city.

I hope that they will follow up and finally remedy their error which has caused me so much stress and anxiety.

Kim Herrgott

Lydia Campbell January 14, 2024 at 11:26

Internal note

Response from hauler: *I think I have this figured out now. See attached e-mail that I sent on 8.11.23 stating that I was crediting back \$71.43 of the 2nd Qtr Assessment of \$133.87.*

But I completely missed noting that I was also crediting back another \$133.87 for the 3rd Qtr Assessment of \$133.87. So there is still a balance of \$62.44 owing for 2nd Qtr 2023 that the previous owner never paid.

See ticket [#201847](#) for reference on the Q2 Assessment/email. Outcome from the LH for Q2 was:

Please take off \$71.43 of the \$133.87 that we sent to the city/county for certification – 2nd Qtr 2023.

This is the previous owner's account and it wasn't canceled when the new owner signed up for service as of 5.14.23.

The balance for certification should now be \$62.44 – for service from 4.1.23 to 5.13.23 – 96 gal trash service, taxes and 1 ½ finance charges of \$8.73

Lydia Campbell January 16, 2024 at 09:21

Internal note

Response from Hauler:

I was just informed by customer service that the \$62.44 – was paid for by the Title Company - they must have paid the city/county directly – because we never had a check from them posted to either account.

Okay – let's try this again - the assessment is not anything that Kim incurred – that is on the previous owner.

Joe is a customer service agent out of Wixom MI who handles overflow calls for our call center in WI – he really wouldn't have a clue about how assessments are handled for the City of St Paul.

There is still a balance of \$62.44 owing for service from 4.1.23 to 5.13.23 – by the previous owner – that is the amount you should have for an assessment on the account.

Kim's account as started as of 5.14.23 and she has paid all balances to WM since that day forward.

Don't assume she didn't request to have all those items picked up after shortly moving in. You'd be surprised how many new starts will have bulk items picked up as soon as they sign up for service. Kim contacted us about having two appliances picked up on 6.7.23 - 06/07/2023 BAE-APPLIANCE LARGE PICK 545324 2.00

40.00 40.00

Note on her account dated 6.6.23 - so yes she did ask us to pick up 5 bulkies - two that we charged for. The items we didn't charge her for were a couch, chair and full size boxspring.

06/06/2023 07:46:07 LJONES20 - KIM CI WITH 5 BULK ITEMS

Then on 8.2.23 she requested to have yard waste service added to her account

08/02/2023 P9D-PRORATE GRN/YDW CHAR 1.00 120.00 120.00

Hopefully I won't see another e-mail about this issue - I consider the case closed

Lydia Campbell January 17, 2024 at 13:39

Kim,

Thank you again for your patience with this process.

I am going to recommend full removal of this assessment. I will send you more details before the end of the week.

Lydia

Kimberly Herrgott January 17, 2024 at 13:44

Hello

Thank you so much!!!

Please let me know when you have heard from Waste Management as they stated that they would contact you within 1-2 business days.

Have a great rest of your day,

Kim



Kim Herrgott | Director of Dining Services| O.651.460.3823
kherrgott@farmington.k12.mn.us

Susan Anderson January 17, 2024 at 13:44

Internal note

Lydia—thanks for your follow up on this assessment as it was a bit confusing—especially notes for WM—glad Kim will be able to get her assessment lifted!



SAINT PAUL
MINNESOTA

Susan Anderson
Office Assistant III
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
25 W. 4th Street, 800
Saint Paul, MN 55102
P: 651-266-5692
susan.anderson@ci.stpaul.mn.us
www.StPaul.gov

Lydia Campbell January 17, 2024 at 22:01

Kim,

The most recent response that I received from Waste Management was on Monday. They sent a lot of details about your account, but ultimately said that they consider this case closed. This is why I will be recommending the full removal.

Lydia

Kimberly Herrgott January 18, 2024 at 06:12

Good Morning

Thank you.

So they did not say that it was their error? If not I am calling them back and we will chat again, because I should not even be dealing with this as it was their error.

Kind regards,
Kim



Kim Herrgott | Director of Dining Services| O.651.460.3823
kherrgott@farmington.k12.mn.us

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