

#397268 1110 Woodbridge St - Q2 2023 Assessment Inquiry - LH Reduce

Submitted February 1, 2024 at 10:59
Received via Web Form
Requester Rachel Eklund <rachele_55117@yahoo.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Incident	Normal	PW - Garbage	Lydia Campbell

Assessment No.	Property ID Number	Project Number	Do you need an interpreter?
230113	252923110105	CG2303A2	No

Latitude/Longitude	Location	Other Name
-93.10827,44.97468	1110 Woodbridge St, St. Paul, Minnesota, 55117	Rachel Eklund

Garbage Hauler	Have you contacted your hauler about this garbage bill before?
Waste Management	No

Staff Comments

WM has been sending bills for this property to assessments since Q3 2022. PO paid all of those bills, however, payments were being applied to the wrong account. WM has confirmed this issue and is refunding PO \$929. However, this is only the amount that PO paid to hauler, it does not include the late fees that were added onto the bills and ultimately paid by PO via assessments. City staff recommends waiving the late fee from the current pending/levied garbage assessments. This brings assessments for Q2, Q3, and Q4 to \$116.40 each. A reduction of \$17.47 per assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2023	03/13/2024

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

Other Telephone	Date of LH (MM/DD/YYYY)	Other Email
6517264697	02/27/2024	rachele_55117@yahoo.com

Stated Reason for Appeal (if given)

I actually do not know what my current bill is because it never matches online with the paper, but I am having a lot of issues with this company, not picking up every week or rotating the garbage versus recycling, around Christmas. It didn't get picked up for two weeks there are garbage bags piled up in the garage, I have called the company twice within the last year. It isn't getting any better and I'm not paying for a service that I'm not getting.

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	Time of LH
Quarter 2 (April - June)	3:00PM

Rachel Eklund February 1, 2024 at 10:59

See above I am tired of paying for a service that I am not receiving I'm paying for my garbage to be picked up every week not every other week or sometimes two weeks, this is unacceptable and I shouldn't be made to have a service that I didn't choose

Lydia Campbell February 1, 2024 at 16:11

Internal note

I actually do not know what my current bill is because it never matches online with the paper, but I am having a lot of issues with this company, not picking up every week or rotating the garbage versus recycling, around Christmas. It didn't get picked up for two weeks there are garbage bags piled up in the garage, I have called the company twice within the last year. It isn't getting any better and I'm not paying for a service that I'm not getting.

Lydia Campbell February 1, 2024 at 16:13

Internal note

CG2303A2 Delinquent Garbage Bill April to June 2023 9/18/2023 \$133.87
CG2304A1 Delinquent Garbage Bill July to September 2023 10/16/2023 \$133.87
CG2401A1 Delinquent Garbage Bill October to December 2023 1/18/2024 \$133.87

Lydia Campbell February 1, 2024 at 16:30

Good Afternoon Rachel,

I understand your frustration with garbage being picked up inconsistently. When you called Waste Management about the missed collections, were they able to resolve the issue by sending a truck back or by letting you set out extras the following week? If you're ever unable to resolve an issue with them, we're happy to help you here at the City.

That said, am I understanding correctly, that you are intentionally ignoring your bills with Waste Management? I see from the account that none of the garbage bills at 1110 Woodbridge St were paid in 2023. When a garbage bill is not paid to the hauler by the end of the billing period (3-months), the City pays it on behalf of the property owner and it becomes an assessment on the property. Each of the quarterly assessments that you received in 2023 were for \$133.87. This amount is for 1-96 gal cart (for 3-months of service) plus late fees. A late fee is added each month that a bill is not paid, which is why each Notice of Non-payment that your hauler sent would have listed a different amount. When the overdue bill becomes an assessment, no more late fees are accrued.

I have reached out to Waste Management asking for whatever information they can share about the billing history on this account.

If you believe you already paid your 2023 bills to Waste Management, please provide me with receipts or bank account statements and I can investigate.

Note that garbage is billed quarterly: Quarter 1 (Jan-Mar); Quarter 2 (Apr-Jun); Quarter 3 (Jul-Sep); Quarter 4 (Oct-Dec). On January 5, 2024, you should have received your most recent bill for garbage services. That was due on January 25, but payments can still be made on it until the end of March. If you still have a large, 96-gal cart, the amount will be \$134.31, plus a 5% late fee if it was not paid on time.

I hope this has helped clear up some of your questions,

Lydia

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

Lydia Campbell February 2, 2024 at 12:32

Internal note

WM confirmed PO was paying, but it was being applied to the old (wrong) account. The canceled account was for the same address.

Lydia Campbell February 2, 2024 at 16:53

Internal note

WM states that PO will either be credited or reimbursed for the \$920 that was misapplied, whichever the PO prefers.

Lydia Campbell February 8, 2024 at 09:46

Good Morning Rachel,

Has Waste Management been in touch with you about the garbage bills at your address, 1110 Woodbridge Street? They checked their reports and found that payments you sent were being applied to an account that was closed. Because of that, they were showing as overdue and being sent to the City as assessments (essentially, you were being charged twice).

They shared billing history from the account and state that this has been going on since September 2018. Because of this, they owe you a refund of \$929.00. You're welcome to take the refund as a straight return or as a credit on the garbage billing account. You will need to get in touch with Waste Management directly to confirm those details.

This also means that the assessments will not be waived, since paying the City and being reimbursed by Waste Management will balance out. Luckily, you have already paid all of these except for April-December of 2023. You can pay the City online at stpaul.gov/assessments

When you connect with Waste Management, I encourage you to check your payment records if possible and compare them to the reimbursement that you receive.

I'm very glad that you reached out so that we could find and remedy this error. Please let me know if you have any additional questions,

Lydia

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

Rachel Eklund February 8, 2024 at 18:58

I guess I'm confused. Waste management owes me like 900 and I owe the company that the Trash is through the city that much now too?

[Sent from Yahoo Mail for iPhone](#)

Lydia Campbell February 9, 2024 at 08:46

Yes. I'm sorry for how confusing it is.

Also, I am going to double check for what they're reimbursing you includes the late fees that you paid.

Rachel Eklund February 9, 2024 at 08:58

Ok thank you.

[Sent from Yahoo Mail for iPhone](#)

Rachel Eklund February 11, 2024 at 10:53

Hello again, can you tell me are these different accounts with waste management? I just got another bill for \$142 about, I thought that they owed me about 900 so I'm guessing is there one account that owes me money and another account that is current that I am paying on? The account that doesn't owe me money how much money do I owe that one?

Thanks,

Rachel

[Sent from Yahoo Mail for iPhone](#)

Lydia Campbell February 12, 2024 at 10:17

Rachel,

Yes, the account that the payments were being applied to is old and that is where the refund will come from. As of now, they state that they moved the credit to your current account. Your Quarter 1 (Jan-Mar) bill was paid using that credit, so it was subtracted from the refund. They say the new refund total is \$787.98.

Waste Management said they would have someone call you on Thursday of last week to make sure it is sorted out correctly moving forward. Did you receive a call from them?

I am not sure why you would have received a bill, since they said your Quarter 1 bill is paid. It's possible that they sent the bill in the mail before applying the credit, so it is now paid. I recommend asking them directly.

For reference, [Garbage bills in the City of Saint Paul](#) should be sent by your hauler quarterly. The bill is paid in advance of service. Those dates are:

Bills sent: Jan 5, Apr 5, Jul 5, Oct 5.

Bills due: Jan 25, Apr 25, Jul 25, Oct 25.

The cost depends on your service level. Those are listed online: stpaul.gov/garbage

Lydia

Rachel Eklund February 13, 2024 at 01:31

Yes, they did leave me a message a couple days ago I've been so busy I haven't had a chance to return their call, do I need to call them and have them close the account so they stop sending me both? And who do I contact to get the \$700 sent back to me? So my understanding is Waste management sent the money to the city trash company which I owed I believe \$140 to and the credit is there?

Thanks,

Rachel

[Sent from Yahoo Mail for iPhone](#)

Lydia Campbell February 13, 2024 at 08:26

Rachel,

They have closed the old account, but they still need you to make sure you have updated the account with your bank. I believe they also want to speak to you directly before sending the refund check.

All the money that you overpaid is sitting in the current, correct account. It shows as a credit at the moment. Some of that money went toward your current Quarter 1 (Jan-Mar) bill, which is why it is now only \$787.98. You will need to call back the trash hauler, Waste Management, to receive the refund via check.

The general number for Waste Management is (763) 784-8349, but hopefully they left you a more direct phone number in their message.

Let me know if you still have questions and I'd be happy to help.

Lydia

Rachel Eklund February 13, 2024 at 12:39

Thank you, no, they left me there one 800 number I called the one that you gave me took about 25 minutes for somebody to figure out what's going on and what needs to be done, first, they said they were going to send me a check now they said it'll be credited back to my card that's on the account in about three days, so hopefully it goes through and everything is fine.

I just want to verify waste management is the same company that's being used through the city currently and it was just my old account versus the new account that is ran through the city, correct? So if I need any other things done with garbage waste management still?

Thank you for your help

Rachel Eklund

[Sent from Yahoo Mail for iPhone](#)

Lydia Campbell February 15, 2024 at 12:47

Internal note

List of payments made to hauler:

08/06/22 -- 107.00
09/29/22 -- 105.00
01/12/23 -- 120.00
02/27/23 -- 100.00
04/28/23 -- 125.00
07/04/23 -- 130.00
10/31/23 -- 135.00
Tot -- 929.00

Lydia Campbell February 20, 2024 at 16:05

Internal note

List of payments made to the City:

Pending -- 133.87 (Q4 2023)
Pending -- 133.87 (Q3 2023)
Pending -- 133.87 (Q2 2023)
12/23/23 -- 136.67 (Q1 2023 -- rollover)
12/23/23 -- 125.28 (Q4 2022 -- rollover)
11/04/22 -- 122.78 (Q3 2022 -- check)
12/31/22 -- 109.29 (Q2 2022 -- rollover)

Lydia Campbell February 21, 2024 at 14:10

Rachel,

Did you receive the refund on your card from Waste Management?

In answer to your question- yes, all of the garbage billing/pickup at your property is handled through Waste Management. The current account that your bills should be paid to is G40-3950.

FYI, because you paid your bills on time, but Waste Management charged you a late fee, I am going to request waiving the late fees from all of the 2023 Garbage Assessments that I can still access. This includes: Quarter 2 (Apr-Jun); Quarter 3 (Jul-Sep); Quarter 4 (Oct-Dec). This will reduce each one down to \$116.40. This will be a total reduction of \$52.41 in late fees. You can view those assessments here:

<https://eproperty.logis.org/stpaul/assessments/list?pid=252923110105>. Please hold off on paying them until this

change takes place.

Let me know if you have any additional questions,

Lydia

Rachel Eklund February 21, 2024 at 15:26

Not yet, first, they said they were going to mail it back to me and it would be about 10 days and then I said why can't you refund it the way I pay online and they had to talk to a supervisor and then came back and said that they would do that and it would take a few business days but I haven't seen anything yetbut I can double check. I haven't checked it today but I didn't see anything yesterday.

[Sent from Yahoo Mail for iPhone](#)

Rachel Eklund February 21, 2024 at 15:28

No, I didn't receive it.

[Sent from Yahoo Mail for iPhone](#)

Lydia Campbell February 21, 2024 at 16:00

Thank you for the quick follow-up. I reached out and told them to prioritize this.

Lydia

Rachel Eklund February 21, 2024 at 20:42

Thank you for following up! I will let you know when I get something in my account or a check in the mail, it seems like they wanted to mail it out for whatever reason.

[Sent from Yahoo Mail for iPhone](#)

Lydia Campbell February 22, 2024 at 09:50

Rachel,

Waste Management is saying that they have no record of your conversation with them where you were told that this could be refunded directly to your bank account/card you paid from. I apologize, but I cannot force them to send you the refund a certain way. They responded yesterday saying, "Since those payments took place from 6-19-22 to 10.31.23 there would be no way for us to do a reversal. A refund check is being issued and that can take up to 4-6 weeks..."

I was able to get the assessment owed to the City for Quarter 4 (Oct-Dec) 2023 reduced to \$116.40 (late fee removed). The change is reflected here: <https://eproperty.logis.org/stpaul/assessments/list?pid=252923110105>. I anticipate being able to remove the late fee for Quarter 2 & Quarter 3 by mid-March. I will either email you or send you a letter in the mail once it is approved.

Thank you again for your patience,

Lydia

Support Software by **Zendesk**