

#6258 858 Stickney St - Q4 2021 Assessment Inquiry

Submitted April 18, 2022 at 11:35 AM
Received via Mail
Requester Eman Youssef Khalil <abdelkodous23@gmail.com>

CCs

Haas, Sarah (CI-StPaul) <sarah.haas@ci.stpaul.mn.us>

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

Assessment No. 220100
Property ID Number 092822330082
Latitude/Longitude -93.0629,44.92005

Location 858 Stickney St, Saint Paul, Minnesota, 55107
Other Name Eman Youssef Khalil
Garbage Hauler Highland Sanitation

Rescheduled LH Date: 5/3/2022
Have you contacted your hauler about this garbage bill before? Yes

Staff Comments

Hauler records show that the reason for the invoices not being sent to the incorrect address was due to the CSR accidentally copying the service address over the billing address on the account. The property owner called the hauler on 1/27/2022 to notify them that they had never received their Quarter 4 2021 invoice. Following this complaint, the hauler updated the mailing address and sent a copy of the current Q1 2022 invoice. However, since the property owner would have not received any invoices or notices of nonpayment during the Quarter 4 2021 the hauler recommended that we remove that assessed late fees of \$14.85. Therefore, staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment 2021
Date of CP (MM/DD/YYYY) 5/25/2022

Did you contact your hauler about this issue prior to contacting the City?
 Yes

Total amount due for Delinquent Garbage Bill Assessment 14.85
Legislative Hearing Required Yes

Rescheduled LH Time: 3:00 PM
Date of LH (MM/DD/YYYY) 4/7/2022
Other Email abdelkodous23@gmail.com

Stated Reason for Appeal (if given)

Property owner stated that they never received the invoice at their current billing address of 1320 9th Ave S. By the time they were able to resolve the issue and ensure that the account had the correct mailing address, it was January 27. Therefore they paid the Quarter 4 2021 assessment to the City of Saint Paul via paypal. Therefore they do not feel as though they should have to pay the assessment.

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

Is this a repeat request? No
Garbage Invoice Dates (i.e. January 1- March 31) October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment Quarter 4 (October - December)
Time of LH 1:00 PM

Please select the reason you are contacting the Garbage Program
 Billing Question

*CI-StPaul_OFS-Assessments April 18, 2022 at 11:35

See below

Office of Financial Services - Assessments
 15 W Kellogg Blvd, 700 City Hall
 Saint Paul, MN 55102
 M: (651) 266-8858 Option 1
 Assessment Look Up- www.stpaul.gov/assessments



SAINT PAUL
MINNESOTA

From: Sara Abdelkodous abdelkodous23@gmail.com
Sent: Saturday, April 16, 2022 12:48 PM
To: *CI-StPaul_OFS-Assessments OFS-Assessments@ci.stpaul.mn.us
Subject: Highland Sanitation Fees

Hello,

This is Eman and my account number is 021434 for Highland Sanitation.

The October invoice kept being sent to my old house (858 Stickney, not my current billing address). By the time the issue was resolved, it was January 27 and I paid off the invoice to St. Paul via PayPal and then the 2nd invoice for January was sent, but also to the old house and then it was emailed to me on January 28 after it was originally sent on January 5th. I thought it was still the same issue, so I kept contacting their office and kept being told that a manager was looking into it and then going to call me back. I never got a call back and then I called a couple days and got clarification regarding the 2 separate invoices. I paid the \$100.71 for the January invoice to Highland on the website via Paypal, but I found a \$14.85 fee on my St. Paul assessments and now late fees on the April invoice. Please inform me on how to get rid of the St. Paul assessment fee. This has been a very long and frustrating process, as we have been customers since 2017 and only last year did the invoices start being sent to 858 Stickney and not our primary house, 1320 9th Ave. Let me know how to proceed.

Thank you,
 Eman

Haas, Sarah (CI-StPaul) April 18, 2022 at 13:00

Internal note

Service address is 858 Stickney, Primary Billing Address 1320 9th Ave South.

CG2201A1 Delinquent Garbage Bill October to December 2021 1/13/2022 1 \$14.85

CG2202A1 Delinquent Garbage Bill January to March 2022 4/13/2022 1 \$115.83

092822330082	Highland Sanitation	EMAN YOUSSEF KHALIL	858 0 STICKNEY ST	SAINT PAUL MN 55107- 2455	858 0 STICKNEY ST 0	1320 9TH AVE S
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Clare Pillsbury April 28, 2022 at 10:52

Hello Eman,

My name is Clare Pillsbury and I work for the City of Saint Paul garbage program. The Office of Financial Services here at the City of Saint Paul forwarded us an email that you had sent regarding the Quarter 4 2021 garbage assessment for your property at 585 Stickney St. I was able to get more information on your account from Highland Sanitation and they confirmed that the reason for the invoices not being sent to the incorrect address was due to the CSR accidentally copying the service address over the billing address on the account. They were notified by you about this error on January 27, and put in a correction on the same day. Since you

would not have received any invoices or notices of nonpayment during the Quarter 4 2021 Highland Sanitation they recommended that we remove that assessed late fees of \$14.85. Therefore, we will be removing the assessment at a rescheduled legislative hearing date on May 3 from 3:00 - 4:00 PM. Although it is not required for you to attend the legislative hearing, please let me know by the end of the day tomorrow if you would like to attend.

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

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>

Eman Youssef Khalil April 28, 2022 at 11:40

Hello Clare,

Thank you for your response. I just opened up the Assessments again and it looks like another charge was added for \$115 also for Highland, but I already paid off everything and confirmed with Highland Sanitation. I don't understand why it keeps being forwarded to St. Paul. Can you please clarify?

Thank you,
Eman

Clare Pillsbury April 28, 2022 at 11:54

Hello Eman,

The payment history that the hauler sent me shows that there was no payment received from you between January 5 and March 31, which would have been the billing period for your Quarter 1 2022 assessment. If you do have any records of a payment that was made to the hauler at that time, please send that to me. Any payments made after March 31 would have been applied to your April - June invoice.

Thank you for your patience. Please let me know if you have any additional 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>

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