

#12871 1081 Thomas Ave - Q2 2022 Assessment Inquiry

Submitted September 19, 2022 at 14:18 **Received via** Web Form **Requester** Sara Miller <millersara4@gmail.com>

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

Assessment No. 220111 **Property ID Number** 352923220174 **Latitude/Longitude** -93.14574,44.95961

Location 1081 Thomas Ave, Saint Paul, Minnesota, 55104 **Other Name** Sara Miller **Garbage Hauler** Republic Services

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records confirm that the property owner did call on 5/31/2022 to set up their account. However there is currently no saved recording of the call and the only call notes state that the property owner called to set up the account in their name. Since the hauler can neither confirm or deny that the property owner was told not to pay their Quarter 2 2022 invoice, staff recommends removing the assessment as a courtesy.

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 85.14 **Legislative Hearing Required** Yes

Accommodation Needs No. **Other Telephone** 16124219906 **Date of LH (MM/DD/YYYY)** 10/6/2022

Stated Reason for Appeal (if given)

Property owner stated that they purchased this house on May 17th and are being charged for April and half of May's garbage bill. They called WM in May 2022 to inform them that they did not close on the property on May 17. During that call, the CSR told them not to pay the Q2 2022 invoice and that it will be assessed to the previous property owner.

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** 11:00 AM

Sara Miller September 19, 2022 at 14:18

We purchased this house on May 17th 2022 and are being charged for April 2022 and half of May 2022's garbage bill. We have requested an updated bill with just the amount we owe from the second half of May and June but have not received one. We cannot be held responsible for a garbage bill that went delinquent prior to us owning the house.

Clare Pillsbury September 19, 2022 at 15:57

Internal note

Property owner stated that they called WM in May 2022 to inform them that they did not close on the property on May 17. During that call, the CSR told them not to pay the Q2 2022 invoice and that it will be assessed to the previous property owner.

Clare Pillsbury September 19, 2022 at 15:58

Internal note

Outbound call to +1 (612) 421-9906

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 421-9906

Time of call: 2022-09-19 20:52:25 UTC

Called by: Clare Pillsbury

Length of phone call: 5 minutes, 52 seconds

Clare Pillsbury September 21, 2022 at 10:07

Internal note

Response from hauler:

From: Estrella, Frances <FEstrella@republicservices.com>

Sent: Tuesday, September 20, 2022 10:52 AM

To: grevering.sph@gmail.com

Cc: Mathiasen, Beverly <BMathiasen@republicservices.com>; Hallada, Samahra

<SHallada@republicservices.com>

Subject: RE: FW: 1081 Thomas Ave, Saint Paul, Minnesota, 55104 - (Quarter 2 (April - June)) - Assessment Inquiry

Hello,

Honestly we don't have recordings that far out but I don't believe that the rep said this because they don't know who it goes too and the customer just called to set up the account not talk about previous owners information.

Hope this helps, let me know if you need anything

Frances

Frances Estrella

Billing Coordinator

Clare Pillsbury September 21, 2022 at 10:10

Internal note

Staff checked with supervisor about possibility of a partial/full removal on 9/21/2022 via email.

Clare Pillsbury September 21, 2022 at 15:16

Internal note

Supervisor confirmed that it was ok to remove the assessment. Staff will enter this ticket as a legislative hearing file.

Clare Pillsbury September 21, 2022 at 15:30

Internal note

Outbound call to +1 (612) 421-9906

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 421-9906

Time of call: 2022-09-21 20:28:54 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 41 seconds

Clare Pillsbury September 21, 2022 at 15:34

Internal note

Staff confirmed with property owner that the assessment would be removed at the legislative hearing on 10/6/2022.

