

## #2020 599 Portland Av - Need to Change LH Appointment

**Submitted** December 29, 2021 at 2:01 PM  
**Received via** Phone call (inbound)  
**Requester** Jane McGrath <mcgrath.jane.50@gmail.com>

### CCs

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

Status	Priority	Group	Assignee
Pending	Normal	PW - Garbage	Clare Pillsbury

Property ID Number	Latitude/Longitude	Project No.	Street Address: Ticket Specific
012823230108	-93.12536,44.94261	210115	599 Portland Ave, Saint Paul, Minnesota, 55102

**Name: Ticket Specific**     **Garbage Hauler**  
Jane McGrath                      Republic Services

### Have you contacted your hauler about this garbage bill before?

No

### Staff Comments

Hauler requested that the assessment be removed as a courtesy. Therefore, staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2021	9:00 AM

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

Accommodation Needs	Phone Number: Ticket Specific
Needs to Change Legislative Hearing (LH) Appointment	16512248986

Rescheduled LH Time:	Date of LH (MM/DD/YYYY)	Email Address: Ticket Specific
1/20/2022	1/6/2022	mcgrath.jane.50@gmail.com

### Stated Reason for Appeal (if given)

After speaking to someone in your office in June I had submitted a non-occupied unit application to remove one of the two bins I had. I have a duplex but the 2nd unit is not permanently occupied and I was informed that I could submit to have one container removed. The container was removed prior to the July - Sept service. When I received my bill I called Republic and they indicated that there was a credit that would be applied in October. Since I did not have service for a 2nd container for the current period I suggested that it made sense to subtract the amount for the one container and pay the amount for the service that was provided. In August I received a late payment notice. I spoke with someone in your office and they indicated that I needed to pay the bill in its entirety, which I did, but not before a late payment was applied. The bill for the service period of Oct through Dec came through with a credit of \$6.05, i.e., the credit from July - Sept completed paid for the October billing plus a little extra. But I continue to receive a notice from the city of the assessment of \$2.72.

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

Yes

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 3 (July - September)	9:00 AM

**David Stanton** December 29, 2021 at 2:01 PM

Internal note

Call from: +1 (651) 224-8986  
Call to: +1 (651) 413-6624

Time of call: December 29, 2021 at 8:00:59 PM  
Answered by: David Stanton

---

**David Stanton** December 29, 2021 at 2:11 PM

Internal note

Inbound call from +1 (651) 224-8986

Call Details

Call from: +1 (651) 224-8986  
Call to: +1 (651) 413-6624  
Time of call: 2021-12-29 20:00:59 UTC  
Location: Saint paul, Minnesota, United States  
Answered by: David Stanton  
Length of phone call: 10 minutes, 47 seconds

---

**David Stanton** December 29, 2021 at 2:19 PM

Internal note

The property owner contacted the City on 12/29/2021 RE 599 Portland Av - Needs to Change Legislative Hearing (LH) Appointment. The resident would like to attend the LH but has a doctors appointment on the LH date. Please contact the resident to schedule another LH appointment time.

---

**Clare Pillsbury** December 29, 2021 at 4:17 PM

Internal note

[David Stanton](#) Were you able to ask them if January 20 worked for a hearing date? No worries if you didn't. In the future, I would just recommend offering either the second hearing date or the layover date and see if that works. Thanks for your help!

---

**Clare Pillsbury** December 30, 2021 at 10:01 AM

Internal note

Outbound call to +1 (651) 224-8986

Call Details

Call from: +1 (651) 413-6624  
Call to: +1 (651) 224-8986  
Time of call: 2021-12-30 16:00:05 UTC  
Called by: Clare Pillsbury  
Length of phone call: 1 minute, 35 seconds

---

**Clare Pillsbury** December 30, 2021 at 10:03 AM

Hello Jane,

Thank you for contacting the Garbage Program about rescheduling your legislative hearing. We do have hearing times on Thursday January 20 available at 9:00 and 10:00 AM. Do either of these times work for you? Please let me know and I will get you scheduled. Please also provide a summary of why you wish to dispute your assessment so we can add that to the file.

Best,

Clare Pillsbury

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

<https://www.stpaul.gov/garbage>

---

**Jane McGrath** December 30, 2021 at 2:29 PM

Clare,

Thanks for reaching out; I have been delinquent in following up on this due my general frustration with other billing issues I have had with Republic.

Following is a summary of the issue with the July-Sept billing, not the first one I have had to deal with this year with Republic. I will follow-up with a phone call tomorrow to see if you have any questions or anything requires clarification:

After speaking to someone in your office in June I had submitted a non-occupied unit application to remove one of the two bins I had. I have a duplex but the 2nd unit is not permanently occupied and I was informed that I could submit to have one container removed.

The container was removed prior to the July - Sept service. When I received my bill I called Republic and they indicated that there was a credit that would be applied in October. Since I did not have service for a 2nd container for the current period I suggested that it made sense to subtract the amount for the one container and pay the amount for the service that was provided. In August I received a late payment notice. I spoke with someone in your office and they indicated that I needed to pay the bill in its entirety, which I did, but not before a late payment was applied.

The bill for the service period of Oct through Dec came through with a credit of \$6.05, i.e., the credit from July - Sept completed paid for the October billing plus a little extra. But I continue to receive a notice from the city of the assessment of \$2.72.

Sorry, but this is simply frustrating. It took until June for Republic to correct their billing me for Yard waste, which I had canceled months before. Then in July I'm billed for a cart I do not have and now I have an assessment on my property for \$2.72 and a credit from Republic of \$6.05. This is taking much too much effort for the money involved, but if this is what it takes...

Just one more note as an example of how this should have worked. I bought two items at Macy's, but returned one item. When I received my bill both items are listed as the total that is due. Since I had already returned one item I subtracted that amount from the total and paid the bill. I have never received an assessment, late fee, or interest charged because I did not pay the amount on the invoice. They have electronic systems that know how much you owe even when the paper bill does not reflect it. When I spoke with Republic their electronic system reflected the fact that they would owe me money but not until October. I think that amounts to taking a loan without paying interest.

Okay, so I did say I was a little frustrated... I realize that the billing issues are with Republic and not the city but I also don't feel I should need to pay the late fee because of their processes.

Thank you,  
Jane McGrath

P.S. I have a follow-up appointment for cataract surgery on January 20th, so the best time would be 9:00 a.m.

---

**Clare Pillsbury** December 30, 2021 at 4:51 PM

Thank you for the thorough summary Jane! That really helps. I have reached out to the hauler for more information about this assessment and will get back to you sometime next week. Please don't hesitate to contact us regarding any other 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](mailto:garbage@ci.stpaul.mn.us)  
<https://www.stpaul.gov/garbage>

**Clare Pillsbury** January 3, 2022 at 10:27 AM

Hello Jane,

We contacted your garbage hauler about this late fee and they recommended that we remove it. Therefore our recommendation is to remove the assessment. Since the assessment has been ratified by council, we will have to remove the assessment via a legislative hearing. We will therefore plan on removing the assessment at the hearing on January 20 at 9:00 AM. If you agree with our recommendation, you do not have to attend the legislative hearing, However, you are welcome to. Please confirm whether you will still be attending by this Friday January 7.

Happy New Years.

Clare Pillsbury

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

<https://www.stpaul.gov/garbage>

---

Support Software by **Zendesk**