

#13236 1019 Edgerton St - Q2 2022 Assessment Inquiry

Submitted September 28, 2022 at 14:23
Received via Web Form
Requester Vang Xiong <vangxiongus@yahoo.com>

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

Assessment No. 220110
Property ID Number 292922240098
Latitude/Longitude -93.07631,44.97194

Location 1019 Edgerton St, Saint Paul, Minnesota, 55130
Other Name Vang Xiong
Garbage Hauler Waste Management

Rescheduled LH Date: 10/20/2022
Have you contacted your hauler about this garbage bill before? Yes

Staff Comments

Hauler records confirm that the invoices and notices of nonpayment were being sent to the wrong mailing address. Staff confirmed that they did send an update to the hauler in March 2020 informing them of the change in mailing address. However, the mailing address was never updated. Therefore staff recommends eliminating the total late fees of \$44.97 and reducing the assessment to \$299.95.

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 344.92
Legislative Hearing Required Yes

Accommodation Needs No need interpretation
Other Telephone 16517551636
Rescheduled LH Time: 10:00 AM
Date of LH (MM/DD/YYYY) 10/6/2022

Stated Reason for Appeal (if given)

Property owner stated that Waste Management failed to mail the invoice to the correct address. On 7/25/2022 they called Waste Management and spoke with a Nicole, a customer service representative, who stated that it was Waste Management's fault that the invoices were sent to the wrong address. The invoice for garbage services was sent to 841 Rose Avenue in St Paul which was their mailing address almost three years ago. When the mailing address changed to 15185 15th St N, Stillwater MN 55082, the property owner called Advanced Disposal, who was the assigned hauler at the time, to update it on the account. The mailing address for the property has also been updated with Ramsey County. Therefore, the invoice should have never been sent to 841 Rose Ave. The property owner stated that the customer service agent explained that the error had occurred when the account transferred from Advanced Disposal to Waste Management. Therefore the property owner stated that they should not have to pay any assessed late fees.

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 10:00 AM

Vang Xiong September 28, 2022 at 14:23

Waste management failed to me send me the bill

PLEASE READ MY LETTER OF ATTACHMENT

Clare Pillsbury October 10, 2022 at 09:29

Hello Vang,

I was finally able to hear back from the garbage haulers regarding this property as well. They confirmed that they had the wrong mailing address for the account (841 Rose Avenue). Therefore I am going to recommend that the late fees of \$44.97 be removed and the assessment be reduced to \$299.95. You do not need to attend a hearing for the assessment to be removed since I am recommending it. You should get a notice when the assessment is reduced. It should be sometime in late November since the recommendation has to be approved by the City Council on 11/16/2022.

Please let me know if there is anything else that I can do for you.

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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