

Pillsbury, Clare (CI-StPaul)

From: Swanson, Christopher (CI-StPaul)
Sent: Monday, November 30, 2020 12:09 PM
To: Pillsbury, Clare (CI-StPaul)
Subject: Remove Q3 2020 assessment- 507 Montrose Lane

Follow Up Flag: Follow up
Flag Status: Completed

Hi Clare,

Can you pull a LH file together for 507 Montrose Lane? We are going to recommend deletion of the pending Q3 2020 assessment of \$77.36 as a courtesy. It seems like the resident tried to set this property up as vacant, but there was some miscommunication, and this vacancy wasn't entered.

Issue Summary:

The resident (Charles Hathaway- hathaway@iphouse.com, 612-486-2494) stated that because of a COVID-related relocation, their house at 507 Montrose Lane has been vacant since mid-March. He stated Aspen has not picked up any garbage since that time. Mr. Hathaway believes he sent in a UDRF, he remember filling out the form, but Aspen (and the City) was unable to find any records of a vacancy. Mr. Hathaway said he sent in another UDRF after he received another bill. I reached out to Aspen on this matter. Aspen still didn't have any record of a vacancy during this period.

Mr. Hathaway doesn't believe that its fair or reasonable to that anyone should have to pay for a service they weren't receiving. Mr. Hathaway has provided me a copy of the water bill (included below) during that time and there is minimal usage.

I told him we would remove the Q3 2020 charge, but his Q2 2020 payment would not be refunded. He believed this was a fair outcome. I do not believe we need to follow up with him.



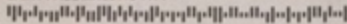
Saint Paul Regional Water Services
 1900 Rice St.
 Saint Paul, MN 55113-6810

Retain this portion of the bill for your records
 5% Late Charge will be added 30 days
 after the billing date.

Service Address: 507 MONTROSE LN
 Account Number: 0211393
 Customer Number: 053903
 Billing Date: 09/03/2020
 Due Date: 09/21/2020

BILLING INFORMATION

CHARLES HATHAWAY
 507 MONTROSE LN
 SAINT PAUL, MN 55116-1171



BALANCE FORWARDED	\$54.16CR
CURRENT CHARGES	
R-O-W Recovery Fee	\$4.50
Safe Drinking Water Fee	\$2.43
Water Service Base Fee	\$18.00
Water Main Replacement Surcharge 1 @ \$0.20	\$0.20
Water Usage Charge 1 @ \$3.02	\$3.02
Sanitary Sewer Base Charge	\$9.00
Sanitary Sewer Minimum Charge	\$7.20
TOTAL CURRENT CHARGES	\$44.35

METER READINGS
 (Your Meter Size: 5/8"x3/4")

TOTAL AMOUNT DUE \$9.81CR

Previous Date	Previous Reading	Current Date	Current Reading	Usage	Days
5/27/20	338	8/25/20	339	1	90
Total				1	90
Last Year		8/26/2019		13	90

You are on our Monthly Manager Payment Plan \$36.00 will be drawn from your bank account within 11 days after day 21 of the month.

Per Minnesota Statute Section 297A.99 subd 12a, Saint Paul must notify residents and businesses that purchase items located outside the local Saint Paul taxing area, that the local Saint Paul use tax may be due. For example, a use tax may be due if you buy items outside the local area, the seller doesn't charge the local sale tax and you use or store the item in the local area. To determine if you owe local use taxes refer to the Minnesota Department of Revenue sales tax fact sheets: individuals: FS156 - input.com/MNtax156 and business: FS146 - input.com/MNNTax146. The Minnesota Department of Revenue administers the collection of Saint Paul's local sales and use tax. They can be contacted at 651-296-6181 or salesstate.tax@state.mn.us.

Moving? Please call Customer Service at 651-266-6350; TDD hearing impaired at 651-266-6299
 E-mail us at waterinquiries@stpaul.gov. To pay your bill online go to <https://billpay.saintpaulwater.com>

Detach here and mail bottom portion with your payment.
 Saint Paul Regional Water Services
 1900 Rice St.
 Saint Paul, MN 55113-6810

Account Number: 0211393
 Customer Number: 053903
 Route Number: 200-050

Make Checks Payable to 'SPRWS'

Service Address
 507 MONTROSE LN
 ST. PAUL

FOR YOUR RECORDS

CHARLES HATHAWAY
 507 MONTROSE LN
 SAINT PAUL MN 55116-1171

DO NOT PAY

053903021139300000036007