

#9251 210 Avon St N - Q1 2022 Assessment Inquiry

Submitted June 20, 2022, 19:14
Received via Web Form
Requester Jordan Beissel <jordan.beissel@gmail.com>

CCs

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

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

Assessment No. 220105
Property ID Number 022823120275
Latitude/Longitude -93.133,44.94769

Location 210 Avon St N, Saint Paul, Minnesota, 55104
Garbage Hauler Republic Services

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

There are currently two accounts open for the property, one for each residential dwelling unit. The first account for the unit at 210 Avon St was charged for service from Nov 11 - Dec 31 2021 (\$55.92) and service from Jan 1 - March 31 2022 (\$106.81). The second account for the unit at 206 Avon was also charged for service from Nov 11 - Dec 31 2021 (\$55.92) and service from Jan 1 - March 31 2022 (\$106.81). Hauler records show that the property owner did make a payment of \$96.15 for the unit at 210 Avon on 11/8/2021 that was applied to the Quarter 1 2022 invoice of \$163.76. This left a balance of \$67.61 plus late fees of \$10.14 (\$77.75). Hauler records also show that the property owner also made a payment of \$73.47 for the unit at 206 Avon on 11/5/2021 that was applied to the Quarter 1 2022 invoice of \$162.73. This left a balance of \$73.47 plus late fees of \$13.38. Therefore, the total unpaid invoiced amounts for both units this would be \$180.39. Hauler records also show that property owner did change the billing address online. Since the hauler failed to update their records, staff recommends removing the late fees of \$23.52. Staff also recommends removing all charges that were accrued for services provided during Quarter 4 2021 as per city policy, any assessments for that time period should have been received by January 6, 2022. For both units, this would be a total of \$111.84 (\$55.92 for both units). This total of \$135.36 would reduce the assessment to a total of \$45.03.

Billing year for Delinquent Garbage Bill Assessment 2022
Date of CP (MM/DD/YYYY) 8/17/2022

Total amount due for Delinquent Garbage Bill Assessment 180.39
Legislative Hearing Required Yes

Other Telephone 16513728020
Date of LH (MM/DD/YYYY) 7/7/2022

Stated Reason for Appeal (if given)

The bill was paid months ago directly with Republic and a 0 balance shows up on my account. The fact that it was paid late was due to Republic's failure to send the bill to my billing address rather than the service address.

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

Yes

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

January 1 - March 31

Billing period for Delinquent Garbage Bill Assessment Quarter 1 (January - March)
Time of LH 9:00 AM

Jordan Beissel June 20, 2022, 19:14

The delinquency was due to Republic's failure to send the bill to my billing address rather than the service address. I have attached the April Bill showing the paid Jan-March bill in question.

Clare Pillsbury June 21, 2022, 13:58

Thank you for contacting the City of St Paul Garbage Program Jordan. I will submit your inquiry to Republic Services for more information. I should respond back in 3-5 days. 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>

Clare Pillsbury June 24, 2022, 11:25

Hello Jordan,

I was able to hear back from Republic Services. Here is their reply regarding billing and payment history for the account:

210 Avon:

Q1 2022:

- *Billing: \$163.76 - \$96.15 (payment) + \$10.14 = \$77.75*
- *Size: 90gal*
- *Payment: \$96.15 – 11/8/2021*
- *Contact: Nothing*

206 Avon:

Q1 2022:

- *Billing: \$162.73 – \$73.47(payment) + \$13.38 (late fee) = \$102.64*
- *Size: 90gal*
- *Payment: \$73.47 on 11/5/2021*
- *Contact: Nothing*

Customer changed the address online, not sure why it was never added with the billing address. The total for the 2 locations is \$180.39 certified.

Based on this breakdown, it appears as though you did make payments on both accounts that were applied to the Q1 2022 (Jan - March) invoice. However, they were insufficient to cover the total invoice. Since the hauler did admit to not updating the billing address, I am going to remove the late fees from the assessed amount. This would reduce the total assessment from \$180.39 to **\$156.87**. This removal will require a legislative hearing on July 7. If you agree with the recommendation, you do not have to attend but are welcome to. **Just let us know by the end of next week.**

Thank you.

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>

Clare Pillsbury July 5, 2022, 09:54

Internal note

[Sarah](#) can you give me a call about this (see email I sent)? Thank you!

Clare Pillsbury July 6, 2022, 11:11

Internal note

City staff updated staff comments based on information from hauler that the assessment included charges for services from Q4 2021. The recommendation has been updated in the staff comments. Below is the previous staff recommendation:

There are currently two accounts open for the property, one for each residential dwelling unit. Hauler records show that the property owner did make a payment of \$96.15 on 11/8/2021 that was applied to the Quarter 1 2022 invoice of \$163.76 for the unit at 210 Avon. This left a balance of \$67.61 plus late fees of \$10.14 (\$77.75). Hauler records also show that the property owner also made a payment of \$73.47 on 11/5/2021 that was applied to the Quarter 1 2022 invoice of \$162.73 for the unit at 206 Avon. This left a balance of \$73.47 plus late fees of \$13.38. In total, this would be \$180.39 which is the total assessed amount. The property owner did change the billing address online. However, the hauler failed to update their records. Therefore staff recommends removing the late fees of \$23.52 and reducing the assessment to \$156.87.

Clare Pillsbury July 6, 2022, 11:49

Internal note

Outbound call to +1 (651) 372-8020

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 372-8020

Time of call: 2022-07-06 16:48:04 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 46 seconds

Clare Pillsbury July 6, 2022, 11:51

Internal note

Staff called property owner and left a voicemail with the updated recommendation.

Clare Pillsbury July 6, 2022, 11:56

Hello Jordan,

It looks like I spoke too soon with my recommendation. I did update my recommendation to reduce the assessment further down to \$45.03. A summary of my recommendation is below:

There are currently two accounts open for the property, one for each residential dwelling unit. The first account for the unit at 210 Avon St was charged for service from Nov 11 - Dec 31 2021 (\$55.92) and service from Jan 1 -

March 31 2022 (\$106.81). The second account for the unit at 206 Avon was also charged for service from Nov 11 - Dec 31 2021 (\$55.92) and service from Jan 1 - March 31 2022 (\$106.81). Hauler records show that the property owner did make a payment of \$96.15 for the unit at 210 Avon on 11/8/2021 that was applied to the Quarter 1 2022 invoice of \$163.76. This left a balance of \$67.61 plus late fees of \$10.14 (\$77.75). Hauler records also show that the property owner also made a payment of \$73.47 for the unit at 206 Avon on 11/5/2021 that was applied to the Quarter 1 2022 invoice of \$162.73. This left a balance of \$73.47 plus late fees of \$13.38. Therefore, the total unpaid invoiced amounts for both units this would be \$180.39. Hauler records also show that property owner did change the billing address online. Since the hauler failed to update their records, staff recommends removing the late fees of \$23.52. Staff also recommends removing all charges that were accrued for services provided during Quarter 4 2021 as per city policy, any assessments for that time period should have been received by January 6, 2022. For both units, this would be a total of \$111.84 (\$55.92 for both units). This total of \$135.36 would reduce the assessment to a total of \$45.03.

As I said before, this removal will require a legislative hearing, which I have scheduled for July 7 at 9:00 AM. You do not have to attend the legislative hearing but please let us know if you wish to do so by the end of the day today. You should see the assessment reduced by 8/20/2022 so please feel free to make a payment following that date at the link below:

<https://www.stpaul.gov/departments/financial-services/fees-and-assessments>

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>

Clare Pillsbury July 6, 2022, 16:12

Internal note

Outbound call to +1 (651) 372-8020

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 372-8020

Time of call: 2022-07-06 21:11:44 UTC

Called by: Clare Pillsbury

Length of phone call: 29 seconds

Jordan Beissel July 6, 2022, 21:38

Yes, I would like a remote link to the hearing for tomorrow. The hauler must have confused or misreported the amounts owed because my bills for Q1 on both units show prior balances paid in full. I purchased the home at the end of October 2021, and you can see in the screenshots below I paid \$73.47 for each unit for the partial Q4 2021 bills (~2 months).

The attached April bills for Q1 2022 clearly show the previous balance had been paid in full, and the amount due of \$106.81 for each unit was paid on 4/23/22 by credit card. My online portal has continuously shown a \$0 balance due until the Q2 charge of \$106.81 showed up.

You have "waived" the fees from Q4 2021 (which, again, had already been paid and are shown in the upper right portion of the bills).. That leaves the bill owed for Q1 2022 (\$106.81) for each unit. Each unit has paid the bill for Q1 2022. There isn't anything more due until the Q2 payment of \$106.81 due and scheduled for auto-pay on 7/25/22.



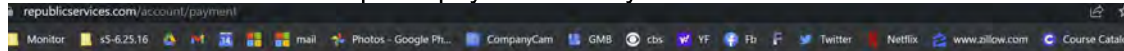
11380 Courthouse Blvd
Inver Grove Heights MN 55077
Customer Service (952) 941-5174
RepublicServices.com/Support

Important Information
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Account Number 3-0923-0082486
Invoice Number 0923-004948079
Invoice Date April 05, 2022
Previous Balance \$89.26
Payments/Adjustments -\$89.26
Current Invoice Charges \$106.81

Total Amount Due \$106.81	Payment Due Date April 26, 2022
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Here is the 206 Avon online portal payment activity:



Payments Overview

Total Balance:

\$106.81

[View payment settings >](#)

Last Payment Amount: \$106.81
Last Payment Date: 04/23/2022
Current Invoice Due date: 07/25/2022

Balance may not include pending credits/debits not yet posted. Please allow up to 48 hours for payment processing.

PAY NOW

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ADD PAPERLESS BILLING

Account Activity

[Understanding account activity](#)

[All Activity](#) | [Payments & Credits](#) | [Invoice History](#)

Date	Amount	Description	Reference #	
Scheduled (2022-07-25)	\$106.81	Pending Payment	408373932052	Delete
2022-04-23	(\$106.81)	Credit Card Payment	000000001	
2021-11-05	(\$73.47)	Credit Card Payment	000000001	



11380 Courthouse Blvd
Inver Grove Heights MN 55077
Customer Service (952) 941-5174
RepublicServices.com/Support

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Account Number 3-0923-0082485
Invoice Number 0923-004948078
Invoice Date April 05, 2022
Previous Balance \$67.61
Payments/Adjustments -\$67.61
Current Invoice Charges \$106.81

Total Amount Due \$106.81	Payment Due Date April 26, 2022
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PAYMENTS/ADJUSTMENTS

Description	Reference	Amount
Inv# 004893807 Dated 02/02/22 Re: Late Fee		\$3.38
Inv# 004912769 Dated 03/03/22 Re: Late Fee		\$3.38
Inv# 004939442 Dated 04/04/22 Re: Late Fee		\$3.38
Inv# 004859778 Dated 01/05/22 Re: Residential Service		-\$67.61
Inv# 004896153 Dated 02/02/22 Re: Residential Service		-\$3.38
Inv# 004914129 Dated 03/03/22 Re: Residential Service		-\$3.38
Inv# 004940488 Dated 04/04/22 Re: Residential Service		-\$3.38

CURRENT INVOICE CHARGES

Description	Reference	Quantity	Unit Price	Amount
Jordan Beissel 210 Avon St N CSA N010088166 Saint Paul, MN Contract: 69354 (C1) 1 Trash Cart 95/96 Gal, 1 Lift Per Week Residential Service 04/01-06/30			\$77.54	\$77.54
Total Solid Waste Management Tax				\$7.56
Total County Environmental Charge				\$21.71
CURRENT INVOICE CHARGES				\$106.81

republicservices.com/account/payment

Payment Settings View Charges View Invoices

Payments Overview

Total Balance: **\$106.81** [View payment settings >](#)

PAY NOW

Last Payment Amount: \$106.81
 Last Payment Date: 04/23/2022
 Current Invoice Due date: 07/25/2022

Balance may not include pending credits/debits not yet posted. Please allow up to 48 hours for payment processing.

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Save paper & get your bills emailed directly. **ADD PAPERLESS BILLING**

Account Activity

[Understanding account activity](#)

[All Activity](#) [Payments & Credits](#) [Invoice History](#)

Date	Amount	Description	Reference #	
Scheduled (2022-07-25)	\$106.81	Pending Payment	408373931052	Delete
2022-04-23	(\$106.81)	Credit Card Payment	000000001	
2021-11-09	(\$22.68)	Check Payment	000337608	
2021-11-05	(\$73.47)	Credit Card Payment	000000001	

TL;DR -- they said I owed \$106.81 for each unit in Q1 2022. I paid \$106.81 for each unit before the due date in April 2022. Therefore.... I don't owe them any more money until the Q2 2022 bill comes due later this month.

thank you,
Jordan

Jordan Beissel July 6, 2022, 21:42

Also, they should be reimbursing me the \$22.68 check I wrote them on 11-9-22 (shown in the screenshot above) because they failed to send the bills to the address I had registered over the phone. They have continued to waste your time and mine with their inattentiveness to basic math, but I don't suppose we'll be compensated for that.

thanks,
Jordan

Clare Pillsbury July 7, 2022, 08:09

Internal note

Outbound call to +1 (651) 372-8020

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 372-8020

Time of call: 2022-07-07 13:08:28 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 28 seconds

Clare Pillsbury July 7, 2022, 08:21

Staff called property owner and left a voicemail to inform them that the hearing would be telephonic.

Internal note

Clare Pillsbury July 7, 2022, 08:22

Hello Jordan,

Thank you for your reply. I have put you down as attending the hearing. We will call you between 9:00 AM and 10:00 AM at the following number that you provided: 651-372-8020.

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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