

#22569 2234 Margaret Street- Q4 2022 Assessment Inquiry

Submitted April 17, 2023 at 09:40
Received via Voicemail
Requester Laura Urtel

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

Property ID Number 352922110072
Latitude/Longitude -93.00628,44.96104
Location 2234 Margaret St, Saint Paul, Minnesota, 55119

Other Name Leeann Urtel
Garbage Hauler Republic Services
Have you contacted your hauler about this garbage bill before? Yes

Staff Comments

Hauler records show that instead of removing the late fee, they had added a credit of \$2.70 to the Q1 2023 invoice. However, the hauler did request that the assessed amount be removed. Therefore, staff recommends removing the assessment.

Billing year for Delinquent Garbage Bill Assessment

2022

Total amount due for Delinquent Garbage Bill Assessment 2.70
Legislative Hearing Required Yes

Other Telephone

16122263076

Stated Reason for Appeal (if given)

Property owner stated that they contacted Republic Services about the assessed late fee and the CSR that they spoke with stated that it may have been a mistake.

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

Yes

Billing period for Delinquent Garbage Bill Assessment

Quarter 4 (October - December)

Laura Urtel April 17, 2023 at 09:40

Internal note

Voicemail from +1 (612) 226-3076

Call Details

Call from: +1 (612) 226-3076
 Call to: +1 (651) 413-6624
 Time of call: 2023-04-17 14:37:54 UTC
 Location: Minneapolis, Minnesota, United States
 Length of phone call: 2 minutes, 8 seconds

Transcription

Hi, my name is Laura berto. I'm calling about address 2234 margaret street. That's in St. Paul 55119. This is in regards to a late fee on my trash bill that I believe was sent to you in error. If you can give me a call back at 612-226-3076. Again, that is 612-226-3076. Thank you.

Michele Barnhart April 17, 2023 at 10:29

Internal note

Outbound call to +1 (612) 226-3076

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (612) 226-3076
Time of call: 2023-04-17 15:25:47 UTC
Called by: Michele Barnhart
Length of phone call: 3 minutes, 35 seconds

Michele Barnhart April 17, 2023 at 10:42

Internal note

Property owner of 2234 Margaret was charged a late fee which was sent to assessments for 2.70 she called the Hauler and they told her it was a late fee from when they changed the size of the can, The property owner said that hauler acknowledged that it might have been a mistake on their end, but they could not take the charge off.

Clare Pillsbury April 19, 2023 at 15:37

Internal note

Outbound call to +1 (612) 226-3076

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (612) 226-3076
Time of call: 2023-04-19 20:33:54 UTC
Called by: Clare Pillsbury
Length of phone call: 4 minutes

Clare Pillsbury April 19, 2023 at 15:45

Internal note

Staff called the property owner's daughter to inform them of their recommendation. Hauler records show that instead of removing the late fee, they had added a credit of \$2.70 to the Q1 2023 invoice. However, the hauler did request that the assessed amount be removed. Therefore, staff recommends removing the assessment. The property owner's daughter confirmed that they will not attend the legislative hearing but requested that the letter following the hearing be sent to:

Leeann Urtel
1568 Case Ave
Saint Paul MN 55106-

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