

# #607579 1056 Oxford St N - Q2 2024 Assessment Inquiry

**Submitted** June 20, 2024 at 12:29  
**Received via** Web Form  
**Requester** Lucy P Bloedoorn <lucybloedoorn@gmail.com>

**CCs**  
Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.14383,44.97293	1056 Oxford St N, Saint Paul, Minnesota, 55103	16126000723

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
262923230024	Quarter 2 (April - June)

**Billing year for Delinquent Garbage Bill Assessment**  
2024

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
113.83	240116	10:00 am

**Stated Reason for Appeal (if given)**

Highland asserts there were not sufficient funds. I have a record of payments being sent and overdraft fees, nor NSF notices for this matter from my bank.

Date of LH (MM/DD/YYYY)	Garbage Resolution Notes
10/03/2024	PO was charged NSF fees on Q2 bill for checks written in Q3 and Q4

Garbage Assessment Resolved	Rescheduled LH Date:	Outcome of Assessment Inquiry:
Yes	10/17/2024	Reduced

Approved Assessment Reduction:	New Assessment Amount:	Payment Deducted from:
60.00	53.83	Hauler Payment

**Other Name**  
Lucy Bloedoorn

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

Garbage Hauler	Have you contacted your hauler about this garbage bill before?
Highland Sanitation	Yes

**Garbage Invoice Dates (i.e. January 1- March 31)**  
(April 1 - June 30)

**Staff Comments**

PO is contesting the two remaining NSF fees for the Q1 payments that are on her Q2 bill. She was told by a representative from Highland Sanitation (HS) on March 13 the four NSF fees (\$30 each) were added to her Quarter 1 bill. The Quarter 1 invoice HS provided shows the four NSF fees were applied on Feb 22 but they were not sent to the city for assessment.

The HS representative stated in an email with the PO on March 13, "all unpaid balances are turned over to the City of St. Paul. We are unable to carry over balances from one billing quarter to the next."

However on June 4 a different HS representative stated the reason why her Quarter 2 bill was so high is because "Her normal 3 month invoice is \$112.57 the difference is the four NSF fees at \$30 each for a total of \$120.00 added to the \$112.57. The NSF fees were not turned into the city for collection on the Q1 invoice as they weren't billed on an invoice yet to this resident."

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Reason for Removal/Reduction:
11/06/2024	Yes	Invoice Calculation Error
Do you need an interpreter?	Project Number	Service Level
No	CG2403A2	64 gallons (weekly)

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**Lucy P Bloedoorn** June 20, 2024 at 12:29

Highland asserts there were not sufficient funds. I have a record of payments being sent and no overdraft fees, nor NSF notices for this matter from my bank. I have a receipt from Highland, noting a hand delivered payment of \$130.00 made to them on June 13th, 2023, per advice from City Garbage. I will hand deliver all communications to the garbage Dept. as soon as I can. This has been an extremely stressful situation for me.

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**Jillian Barden** June 20, 2024 at 13:23

Hi Lucy,

It's Jillian again. I have everything I need to request your Quarter 1 (January - March) 2024 assessment to be reduced at the legislative hearing on your behalf. You do not need to hand deliver or email anything else to us at this time. If I need anything, I will let you know.

I understand our system automatically sent you a legislative hearing document this week. You can attend if you wish (in person or over the phone), but it is not required. I will be requesting your assessment to be lowered from \$293.27 to \$129.46 for Quarter 1 (January- March) 2024.

The reason I am requesting the assessment to be lowered to \$129.46 is because that is your regular bill without any additional charges added to it.

Also, I know we talked about it before, but there will be another assessment coming for Quarter 2 (April - June) 2024, but that will take a few weeks to be processed and sent out to you. Assuming Highland is able to process the June 13th 2024 payment without any errors, the remaining balance of around \$120 should be removed through a legislative hearing in September.

If you have any questions, feel free to reach out again.

Jillian  
Solid Waste  
651-266-6101

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**Lucy P Bloedoorn** June 21, 2024 at 12:53

Jillian,

Given the weirdness of this situation, even though you said you had everything you needed, and because I was told that the hearing officer would look favorably on me making a \$130.00 payment, I'm enclosing a copy of the receipt from Highland. When I went out to the Highland office in Inver Grove, the vibe was suspicious to me, as though they were hiding something, or thought I might do something crazy. ***I don't trust them.*** Is there a way I can pay the City directly for garbage collection?

I thank you and your coworkers for supporting and guiding me in this matter.

Lucy

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**Jillian Barden** June 26, 2024 at 11:57

Hi Lucy

I understand your frustration with this situation. Thank you for making the payment to Highland Sanitation. I reached out to them to confirm the payment and if the payment posted on their end, and the payment posted on their side.

Their exact response is "Yes, Lucy Bloedorn came into our office and made a payment of \$130.00 and it has cleared for her Q2 2024 invoice. This leaves a balance due of \$113.83."

I just wanted to let you know.

Thanks,

Jillian

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**Lucy P Bloedorn** June 26, 2024 at 15:25

Jillian, thank you.

Lucy

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**Jillian Barden** July 2, 2024 at 13:54

Hi Lucy

I am finishing up your file for the Legislative Hearing next week. Were you planning on attending the hearing? It is not required, but you can attend the hearing by phone or in person. It is scheduled for July 11 at 9:00 am.

I will be recommending your assessment to be reduced from \$293.27 to \$129.46, which is your regular monthly payment. If it is approved, you would make that payment to the city.

Jillian  
Solid Waste  
651-266-6101

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**Lucy P Bloedorn** July 2, 2024 at 16:27

Jillian,

I think I'll listen in. Given that going forward I'll be paying the City, I can exhale.

Thank you.

Lucy

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**Lucy P Bloedorn** July 2, 2024 at 16:28

Jillian,

I think I'll listen in. Given that going forward I'll be paying the City, I can exhale.

Thank you.

Lucy

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**Jillian Barden** July 3, 2024 at 08:34

Lucy,

Sounds good. We will call you on July 11th, between 9:00 and 10:00 am.

Payments to the city will not start until April 2025, but that is right around the corner. You will still have to make a few more payments to Highland Sanitation, but it won't be long until we take over billing.

Jillian  
Solid Waste  
651-266-6101

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**Lucy P Bloedoorn** July 3, 2024 at 14:10

Jillian,

Ok, in an effort to hold on to my sanity, as I pay Highland, I will email City Garbage copies of evidence from my bank showing that money was sent. If City Garbage could check to make sure Highland received my payments, I would be less stressed about all of this.

Thanks.

Lucy

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**Jillian Barden** July 10, 2024 at 15:08

Hi Lucy

I am sending a quick note to remind you about your legislative hearing tomorrow. It is scheduled for 10am, but there are only a couple of hearings scheduled for 9am, so we might call you early, if that is ok with you.

Let me know if 10am is better, or if we can call you earlier (if time allows)

Thank you

Jillian

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**Lucy P Bloedoorn** July 11, 2024 at 08:59

Jillian,

Call me whenever it works for you.

Lucy

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**Lucy P Bloedoorn** July 11, 2024 at 10:08

I'm still here, patience is my long suit.

Lucy

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**Jillian Barden** July 11, 2024 at 10:27

Outbound call to +1 (612) 600-0723

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 600-0723

Time of call: 2024-07-11 15:19:18 UTC

Internal note

Called by: Jillian Barden  
Length of phone call: 7 minutes, 53 seconds

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**Jillian Barden** July 11, 2024 at 10:33

Internal note

Called PO to tell her the assessment has been reduced

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**Jillian Barden** July 25, 2024 at 09:42

Internal note

Request [#646654](#) "July Payment" was closed and merged into this request. Last comment in request [#646654](#):

**Lydia Campbell** (she/her)

Garbage Program Supervisor | City of Saint Paul

[lydia.campbell@ci.stpaul.mn.us](mailto:lydia.campbell@ci.stpaul.mn.us) | 651-266-6130

**From:** Lucy Bloedoorn [lucybloedoorn@gmail.com](mailto:lucybloedoorn@gmail.com) **Sent:** Thursday, July 25, 2024 8:22 AM\* **To:\*** Lydia Campbell  
[Lydia.Campbell@ci.stpaul.mn.us](mailto:Lydia.Campbell@ci.stpaul.mn.us) **Subject:** Fwd: July Payment

**Think Before You Click:** This email originated **outside** our organization.

----- Forwarded message ----- From: **Lucy Bloedoorn** [lucybloedoorn@gmail.com](mailto:lucybloedoorn@gmail.com) Date: Thu, Jul 25, 2024 at 8:19 AM Subject: July Payment To: Highland Sanitation [info@highlandsanitation.com](mailto:info@highlandsanitation.com)

Heather,

July's payment will be made the first week in August, due to cash flow issues.

Lucy Bloedoorn

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**Jillian Barden** August 29, 2024 at 16:12

Internal note

Outbound call to +1 (612) 600-0723

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 600-0723

Time of call: 2024-08-29 21:10:17 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 57 seconds

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**Jillian Barden** August 29, 2024 at 16:24

Hi Lucy

As I stated in the brief VM I left, I was able to get two of the four NSF charges removed from your Quarter 2 (April - June) assessment without going to a Legislative Hearing. There is a high probability the other two NSF charges will not be removed at the hearing because they are for checks written in Quarter 1 (January - March). Per the contract we have with Highland Sanitation, they are allowed to bill NSF charges from the prior quarter. They are not allowed to bill NSF charges prior to Quarter 1 2024 onto your Quarter 2 2024 bill.

It is up to you if you still want to move forward with the legislative hearing for the two remaining charges.

Because I had two charges removed, you now do not owe an assessment for Quarter 2 2024. The only garbage assessment on your property is the \$129.46 for Quarter 1 2024, which was previously \$293.27.

Let me know if you have questions.

Jillian

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**Lucy P Bloedoorn** August 30, 2024 at 14:50

Jillian,

Thanks for making the two old payments go away.

I'm going to review my bank records and see what the situation was regarding, the Quarter 1 (January - March) payment(s). Given that I'm still somewhat confused, I'm not sure what the "prior quarter" is, in this sentence from your email "Per the contract we have with Highland Sanitation, they are allowed to bill NSF charges from the prior quarter." If Highland is asserting NSF, do they mean that my payment bounced, or that it was lost in the mail? Stating the obvious, those two possibilities are not the same. If, according to my records, I owe Highland money, I'd like to pay that via City Assessments.

If Highland is saying that my payment(s) bounced, I would like an opportunity to present my records at a hearing. I have a JD from William Mitchell, and worked for the St. Paul City Attorney's Office while in law school, representing the PHA at administrative hearings.

I made a payment against the \$129.46 assessment, and plan to pay it off this month.

Lucy Bloedoorn

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**Jillian Barden** August 30, 2024 at 15:26

Hi Lucy

Sorry for the confusing email. When I talked about prior quarters, what I meant to say was Highland states you wrote two bad checks in Quarter 1 2024, and they reversed the charges on February 22, 2024 (Quarter 1). They added two NSF charges to your Quarter 2 bill. Because the check was written in Quarter 1, the NSF fees are allowed to be added to the Quarter 2 bill.

Highland also states the check you wrote in Quarter 4 2023 and the check you wrote in Quarter 3 2023 were also not good. They reversed the payments February 22, 2024 (Quarter 1) and added NSF charges to your account in Quarter 2. They cannot add NSF charges from Quarter 3 2023 and Quarter 4 2023 onto your Quarter 2 2024 bill.

If you do want to attend the hearing. I can schedule it for you once the calendar opens in a few weeks. Highland is stating your checks have either bounced or come back as Account Not Found.

I hope this helped clarify things.

Jillian

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**Jillian Barden** September 13, 2024 at 10:40

Internal note

Lucy is contesting the two remaining NSF fees for the Q1 payments that are on her Q2 bill. She was told by Tracy (HS) on March 13 the four NSF fees (\$30 each) were added to her Quarter 1 bill. The Quarter 1 billing HS provided shows the four NSF fees were applied on Feb 22 but they were not sent to the city for assessment.

Tracy (HS) stated in the March 13 email, "all unpaid balances are turned over to the City of St. Paul. We are unable to carry over balances from one billing quarter to the next."

However on June 4 Susan (HS) stated this about why her Quarter 2 bill was so high: "Her normal 3 month invoice is \$112.57 the difference is the four nsf fees at \$30 each for a total of \$120.00 added to the \$112.57. The nsf fees were not turned into the city for collection on the Q1 invoice as they weren't billed on an invoice yet to this resident."

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**Jillian Barden** September 23, 2024 at 16:06

Hi Lucy

I have entered a file for a Legislative Hearing at 10am on October 3rd. Do you plan on attending by phone?

Jillian

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**Lucy P Bloedoorn** September 23, 2024 at 20:01

Yes

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**Jillian Barden** September 24, 2024 at 10:24

Hi Lucy,

Sounds good. I have you scheduled for October 3 at 10 am. We might call you early, but we do have a few hearings next week, so please expect a call between 9:30 and 11am. Let me know if you have any other questions

Jillian

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**Lucy P Bloedoorn** September 24, 2024 at 14:02

Thanks, Jillian.

Lucy

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**Jillian Barden** September 26, 2024 at 12:51

Internal note

Entered file

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**Jillian Barden** October 8, 2024 at 11:58

Internal note

Ticket [767697](#) (Oct 5)

I have attached the account history and the invoices for 2024.

Between the returned checks and NSF fees, this account has been a problem.

I would have to look into the non-payment letters and get back to you in regard to that.

Sincerely,

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**Jillian Barden** October 16, 2024 at 10:00

Internal note

OCTOBER 10 email - to Jillian:

The history for 1056 Oxford St N, St Paul, MN 55103-1248

7/5/23	Invoice	\$104.26	
8/1/23	Late Fee	\$5.21	
9/1/23	Late Fee	\$5.21	
9/14/23	Payment	\$60.00	(104.26 - \$60.00 = \$44.26 Invoice Balance)
9/18/23	Payment	\$61.61	(Check - returned as from a closed account)

A credit of \$6.93 for next invoice

10/5/23	Invoice	\$97.33	(\$104.26 - \$6.93 credit)
11/1/23	Late Fee	\$4.87	
11/14/23	Payment	\$120.20	(Check - returned as unable to locate account)

A credit of \$18.00 for the next invoice

1/5/24	Invoice	\$94.57	(\$112.57 - \$18.00)
1/23/24	Payment	\$95.00	(Check – returned as unable to locate account)
2/1/24	Late Fee	\$5.63	
2/6/24	Payment	\$35.00	(Check – returned as unable to locate account)
3/1/24	Late Fee	\$5.63	
4/1/24	Late Fee	\$5.63	
2/22/24	All returned payments reversed on the account. \$61.61, \$120.20, \$95.00, \$35.00		
4/4/24	Transfer to the City	\$32.18	Late Fee balance after all reversed
payments		\$261.09	Invoice balance after all reversed
payments			**7/5/23 Invoice \$104.26 - \$60.00
= \$44.26			**10/5/23 Invoice \$104.26
			**1/5/24 Invoice \$112.57
4/5/24	Invoice	\$232.57	(\$112.57 + \$120.00 NSF Fees)
5/1/24	Late Fee	\$5.63	(Late fee applied only to services)
6/1/24	Late Fee	\$5.63	(Late fee applied only to services)
6/13/24	Payment	\$130.00	(Cash)
			**Services + late fees = \$123.83 - \$130 payment =
\$-6.17			**\$6.17 applied to NSF fee balance of \$120.00 =
\$113.83 balance			
7/4/24	Transfer to the City	\$113.83	NSF Fees balance
7/5/24	Invoice	\$112.57	
8/1/24	Late Fee	\$5.63	
9/1/24	Late Fee	\$5.63	
10/1/24	Late Fee	\$5.63	
10/4/24	Transfer to the City	\$16.89	Late Fees
		\$112.57	Invoice
10/5/24	Invoice	\$112.57	Unpaid at this time (10/10/24)

Please let me know if you have any questions.

**Jillian Barden** October 16, 2024 at 10:00

Internal note

October 10 email - to Jillian (an hour later):

Also, the 5/1/24 original notice of non-payment letter was for \$244.20. The system miscalculated the late fee as \$11.63 and it should have been \$5.63. This was corrected on the 6/1/24 second notice of non-payment letter.

\$5.63 + \$5.63 = \$11.26

\$11.63 - \$11.26 = \$0.37

This is the reason for a \$0.37 difference between the two letters.

\$11.63	5/1/24	original late fee	Letter amount \$244.20
\$5.63	5/1/24	corrected late fee	
\$5.63	6/1/24	late fee	Letter amount \$243.83
\$0.37		difference	

Please let me know if you have any questions.