

#633112 818 Charles Ave - Q1 2024 Assessment Inquiry

Submitted	Received via	Requester
July 8, 2024 at 16:42	Voicemail	Daniel J Mcnellis <mcloeks2017@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
-93.13478,44.9574	818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104	16517345017

Other Email	Property ID Number
mcloeks2017@gmail.com	352923130154

Billing period for Delinquent Garbage Bill Assessment

Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment

2024

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
129.46	240114	10:00 am

Stated Reason for Appeal (if given)

PO closed his credit card that was on file with Highland Sanitation because his wallet was stolen. PO called on April 5, 2024 to update card information, after Quarter 1 (January - March) billing was sent to the City.

Date of LH (MM/DD/YYYY)	Other Name
07/25/2024	Daniel J Mcnellis

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

No

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

Highland Sanitation Yes

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

January - March

Staff Comments

Highland Sanitation received payment on January 18, 2024 for the amount of \$112.57. Highland Sanitation waited until February 22, 2024 to process payment and reverse January payment in the amount of \$112.57. Because of the delayed payment processing, the PO did not end up receiving any Notice of Non Payments or late fees, and the Q1 2024 bill was sent for assessment. PO was unaware the payment never posted. PO was also charged a \$30 NSF charge on the Q2 2024 bill, which he has paid.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
08/14/2024	Yes	No

Project Number	Service Level
CG2402A2	64 gallons (weekly)

Daniel J Mcnellis July 8, 2024 at 16:42

Voicemail from +1 (651) 734-5017

Internal note

Call Details

Call from: +1 (651) 734-5017
Call to: +1 (651) 413-6624
Time of call: 2024-07-08 21:41:00 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 40 seconds

Transcription

To hi, my name is Danny mcknight was my phone number is 651-734-5017. I am calling about file c, g 240282. We have already resolved this with our garbage company handling sanitation. So just calling to have this taken off, please give me a call back as soon as you can. Thank you. Bye.

Susan Anderson July 9, 2024 at 08:19

Internal note

Outbound call to +1 (651) 734-5017

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 734-5017
Time of call: 2024-07-09 13:15:58 UTC
Called by: Susan Anderson
Length of phone call: 3 minutes, 28 seconds

Susan Anderson July 9, 2024 at 08:27

Internal note

Daniel J Mcnellis located at 818 Charles Ave, Floor 1, Saint Paul, Minnesota, 55104 contacted the City RE: - Q1 2024 Assessment Inquiry. PO says his wallet was stolen last fall so he closed his credit card that was on file for autopay with Highland. As a result the payment didn't go through in January. PO says he's spoken with Highland and has paid the bill (Highland is not supposed to accept payment for Q1 bills after March 31st). Please contact Highland to see why they accepted his payment late, which is not acceptable under our contract. If his bill is paid, can his assessment be lifted? Thank you!

Jillian Barden July 10, 2024 at 15:47

Internal note

Outbound call to +1 (651) 734-5017

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (651) 734-5017
Time of call: 2024-07-10 20:45:52 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 38 seconds

Jillian Barden July 10, 2024 at 15:47

Internal note

Left VM

Jillian Barden July 15, 2024 at 14:25

Internal note

Request [#638168](#) "Assessment Dispute" was closed and merged into this request. Last comment in request [#638168](#):

Hi Dennis

Thank you for your email, and explanation about what happened. I am going to reach out to Highland Sanitation to verify the amounts and payment date. Once I receive that information, we will be in contact.

Thank

Jillian
Solid Waste
651-266-6101

Jillian Barden July 18, 2024 at 11:56

Internal note

Outbound call to +1 (651) 734-5017

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 734-5017

Time of call: 2024-07-18 16:55:13 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 17 seconds

Jillian Barden July 18, 2024 at 11:56

Internal note

Left VM

Daniel J Mcnellis July 19, 2024 at 08:17

Hello Jillian,

I tried calling back yesterday but the hold time was longer than my lunch. Could you call me around 10 or 2 today?

Jillian Barden July 19, 2024 at 10:08

Internal note

Outbound call to +1 (651) 734-5017

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 734-5017

Time of call: 2024-07-19 15:02:42 UTC

Called by: Jillian Barden

Length of phone call: 5 minutes, 19 seconds

Jillian Barden July 19, 2024 at 10:19

Internal note

PO was never sent the 1st, 2nd, or 3rd NNP. PO paid the \$30 NSF fee in Q2, and that should have been included on Q1 billing.

Jillian Barden July 19, 2024 at 11:06

Hi Daniel

To recap our conversation earlier. Your Quarter 1 (January - March) 2024 bill was sent to the city for tax assessment. If it is unpaid by March 31, the bills are then sent to the city for assessment within 5 days. Here is a breakdown of the billing.

- Quarter 1 (January - March)
 - Bill created: Jan 5 ... \$112.57
 - Autopayment: Jan 18 ...-\$112.57... Q1 bill is \$0 balance
 - Autopayment reversed: Feb 22 ... \$112.57
 - Unpaid bill sent to City for tax assessment: April 4 ... -\$112.57... Account now \$0 with Highland Sanitation
- Quarter 2 (April - June)
 - Bill created: April 5 ... \$142.57 (included \$30 NSF fee)
 - One time payment: ... -\$142.57... Q2 bill is \$0 balance
- Quarter 3 (July - September)
 - Bill created: July 5 ... \$112.57
 - One time Payment: July 15 ... -\$112.57... Q3 bill is \$0 balance

I will enter a file for you to contest the charges at the legislative hearing on July 25. It is scheduled for 10am, but

our 9am caseload is short, so we will be calling you earlier than that, if that is ok with you.

I have also reached out to Highland Sanitation for verification of late notices.

Let me know if you have any other questions in the meantime.

Jillian
Solid Waste
651-266-6101

Jillian Barden July 22, 2024 at 12:26

Internal note

Outbound call to +1 (651) 734-5017

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 734-5017

Time of call: 2024-07-22 17:25:06 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 27 seconds

Jillian Barden July 22, 2024 at 12:51

Hi Daniel,

I am following up about the Garbage Billing Assessment on your property at 818 Charles Ave. Highland Sanitation has responded to my request to verify the late notices. They did send you two Notice of Non-Payments, one on March 1, 2024 and the second one on April 1, 2024. The Notice of Non Payments were sent to you with late fees added into them, but Highland Sanitation did not send the late fees over to the City to have them assessed as well. It appears they have been waived from Highland Sanitation's side. I have reached out for clarification.

Because you did still receive the two Notice on Non-Payments, and your late fees were already waived, I cannot make a recommendation to have the Quarter 1 (January - March) overdue garbage bill waived from your property. That said, you are still welcome to contest the issue at the legislative hearing Thursday morning. The hearing officer will listen to your case and make a decision.

I have attached the two notices to this email.

Let me know if you have any other questions

Jillian
Solid Waste



DANIEL J & JOANNA M MCNEILLIS
818 CHARLES AVE
SAINT PAUL, MN 55104-2722

Date of Notice: 3/1/2024

Original Due Date: 01/25/2024
New Amount Due: 123.83

Customer: 021784
Site Address: 818 CHARLES AVE

Periodic NOTICE OF Non-Payment

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 3/1/2024. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, a late fee of five percent (5%) of the total amount due has been applied due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the total amount due will be applied each month, for the first ninety (90) days of nonpayment. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

If you believe payment has been made, please contact customer service at
651-458-0043, Monday through Friday (8:00 AM - 4:30 PM).

Mail Payment To: PO Box 10, Vermillion MN 55085

Pay by Credit Card: Call our office at 651-458-0043 or go online to
HighlandSanitation.com

If payment is not received by ninety (90) days after the original due date, the balance listed above plus penalties will be sent to the City of Saint Paul for notification of non-payment. The balance plus the established administrative fees will be assessed by the County Auditor to the Property Taxes for this property.

We thank you for your prompt attention to this matter.



DANIEL J & JOANNA M MCNELLIS
818 CHARLES AVE
SAINT PAUL, MN 55104-2722

Date of Notice: 4/1/2024

Original Due Date: 01/25/2024
New Amount Due: 129.46

Customer: 021784
Site Address: 818 CHARLES AVE

Periodic NOTICE OF Non-Payment

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 4/1/2024. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, an additional late fee of five percent (5%) of the original amount due has been applied to your outstanding balance due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the original amount due will be applied each month through the end of the quarter. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County auditor with the taxes against such property served, and shall be collected as other taxes are collected.

Because your payment was not received by your garbage hauler within two months of the original due date on your original invoice, the balance listed above plus penalties was transferred to the City of Saint Paul for collection. If the balance is not paid to the City promptly, the balance plus the established administrative fees will be processed as an assessment and certified to Ramsey County for collection with your property taxes.

If you believe payment has been made, please contact customer service at
(651) 437-0001, Monday through Friday (8:00am - 4:30pm)

Mail Payment To: Office of Financial Services - Assessments,
700 City Hall
15 West Kellogg Boulevard
Saint Paul, MN 55102-1658
Make sure to include your name and property address
You can also pay at www.stpaul.gov/assessments

Jillian Barden July 22, 2024 at 13:19

Hi again Daniel

I spent too long going between the Notice of Non-Payments and the account ledger and overlooked the billing on your account. You were indeed charged late fees. I still cannot make any recommendations to remove or reduce your assessment, but it is your right to ask at the hearing Thursday. The hearing officer is the one that makes the ultimate decision.

Sorry about the confusion.

Jillian

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