

#747059 735 Maryland Ave E - Q2 (April - June) Assessment Inquiry

Submitted September 19, 2024 at 18:36
Received via Web Form
Requester Jessica Stortenbecker <jesy.stortenbecker@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
-93.06959,44.97763	735 Maryland Ave E, Saint Paul, Minnesota, 55106	14024328029

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
202922440128	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
180.31	240115	9:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:
Delinquent bill is from previous owner	10/03/2024	10/17/2024

Other Name

Jessica Stortenbecker

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?**

Waste Management Yes

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

(April - June)

Staff Comments

PO purchased home May 6, 2024. Her first bill was prorated to include service from May 12, 2024 to September 30, 2024 in the amount of \$148.43 which was paid on July 19, 2024. The delinquent balance of \$180.31 is for service from January 28, 2024 to May 11, 2024, and was left unpaid by the previous owner. Current PO has attempted to contact previous owners without success. Staff does not recommend removing assessment.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
11/06/2024	Yes	No

Project Number	Service Level
CG2403A1	35 gallons (weekly)

Jessica Stortenbecker September 19, 2024 at 18:36

I purchased 735 Maryland Ave E on 5/6/2024 and began garbage service with Waste Management on the following pick up day, 5/12/2024. I have proof of payment on 7/12/2024 for the dates of 5/12/24 to 6/30/2024. The outstanding balance of \$180.31 is from the previous owner. I have emailed, messaged, and spoken on the phone with my real estate agent as well as a representative from the title company. We have been attempting to make contact with the title company and broker from the previous owner since the second week of August and they have not responded to email, phone, or text message. I have attached the signed agreement that the former owner would pay all outstanding bills prior to sale of the property, as well as proof of payment for the dates that I

have occupied the property. There is a forwarding address on the agreement from closing hub for the former owner. If more documents are needed please let me know.

Jillian Barden September 20, 2024 at 10:58

Dear Jessica,

Thank you for contacting the City of Saint Paul regarding your recent garbage bill. We understand your concern about the charge of \$180.31 for Quarter 2 (April-June) 2024.

In Saint Paul, garbage service is paid quarterly in advance to Waste Management. If a bill remains unpaid after the end of the quarter, the City steps in to pay it on your behalf. This ensures continuity of service and prevents any disruptions.

Unfortunately, your payment for Quarter 2 (April - June) was received after the billing period ended. As a result, Waste Management sent the unpaid bill to the City. The City then paid Waste Management, and an assessment for the outstanding amount was placed on your property.

The \$180.31 you're seeing is the amount the City paid on your behalf for Quarter 2 (April - June). Please note that this is separate from your recent payment made on July 19 in the amount of \$148.43, which was applied to Quarter 3 (July-September) 2024.

If you believe the assessment was applied in error and can provide proof of payment from Waste Management for April, May, or June 2024, we will be happy to investigate the matter further.

To view and pay the assessment online, visit the website: stpaul.gov/assessments. To pay by check, send your payment to:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101

Jessica Stortenbecker September 21, 2024 at 00:39

I would like a link to the hearing that I could join on 10/3

Jillian Barden September 23, 2024 at 11:48

Hi Jessica

There is no link to attend a hearing. You can either attend the hearing in person or by phone. Most people attend by phone. The way it works is we set up a window of time for you to receive a call, and we will call you to discuss your assessment charge.

How do you plan to attend so I can be sure to tell the hearing officer?

Jillian

Jessica Stortenbecker September 23, 2024 at 15:19

I will be attending by phone. Also I have attached the invoice from WM showing the dates for which I was last charged, which was both prorated quarter 2 as well as quarter 3.

Thank you,
Jessica



INVOICE

Customer ID: 30-38266-03006
Customer Name: JESSICA STORTENBECKER
Service Period: 07/01/24-09/30/24
Invoice Date: 07/05/2024
Invoice Number: 9802340-0500-0

Access Your Account	Your Payment is Due	Your Total Due
<p>Visit wm.com/MyWM</p> <p>Create a My WM profile for easy access to your pickup schedule, service alerts and online tools for billing and more. Have a question? Check our support center or start a chat.</p> 	<p>07/25/2024</p> <p>If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.</p>	<p>\$208.10</p>

Previous Balance	+	Payments	+	Adjustments	+	Current Invoice Charges	=	Total Account Balance Due
0.00		0.00		0.00		208.10		208.10

DETAILS OF SERVICE				
Details for Service Location:			Customer ID: 30-38266-03006	
Stortenbecker, Jessica, 735 Maryland Ave E, Saint Paul MN 55106-2525				
Description	Date	Ticket	Quantity	Amount
Prorated Service - 96 Gallon Toter Effective from 05/12/24 through 06/30/24	05/12/24		1.00	53.57 0.00
96 Gallon Toter MN STATE SOLID WASTE TAX 9.75% COUNTY ENVIRONMENTAL CHARGE	07/01/24		1.00	97.50 14.73 42.30
Total Current Charges				208.10

Jillian Barden September 25, 2024 at 09:00

Internal note

Ticket [750111](#)

Old owner Latin Amigos Remodeling Corp set up service with us as of 1.28.24 and then canceled the account as of 5.11.24.
So nothing billed out until 4.5.24

Old Owner
 2nd Qtr 2024 Billing - 96 gal trash service from 1.28.24 to 6.30.24 – then prorated credit from 5.11.24 to 6.30.24.
 Taxes and 3 finance charges.
 So basically service from 1.28.24 to 5.11.24.

04/05/24	MISC TAX	INV T1A	16.20	16.20
04/05/24	MISC TAX	INV T1I	46.50	62.70
04/05/24		INV 06A	97.50	160.20
04/05/24		INV 06P	68.57	228.77

04/30/24 FIN CHRG	FIN LPR	11.43		240.20
05/09/24 CS# 13316405 ADJ	T3A		5.32	234.88
05/09/24 CS# 13316405 ADJ	T3I		15.27	219.61
05/09/24 CS# 13316405 ADJ	06C		54.64	164.97
05/31/24 FIN CHRG	FIN LPR	7.67		172.64
06/28/24 FIN CHRG	FIN LPR	7.67		180.31
07/03/24 ST PAUL BAL	PMT ICR		180.31	.00

This is Jessica's first bill from WM

3rd Qtr 2024 Billing - 96 gal trash service prorated from 5.12.24 to 6.30.24 then service from 7.1.24 to 9.30.24 and taxes.

The credit is because she changed service from a 96 to 32 gal cart as of 7.25.24

07/05/24 MISC TAX	INV T1A	14.73		14.73
07/05/24 MISC TAX	INV T1I	42.30		57.03
07/05/24	INV 06A	97.50		154.53
07/05/24	INV 06P	53.57		208.10
07/18/24 CS# 13467686 ADJ	06C		42.90	165.20
07/18/24 CS# 13467686 ADJ	T3A		4.33	160.87
07/18/24 CS# 13467686 ADJ	T3I		12.44	148.43
07/19/24 OTP-PRE-ACH	PMT SLB		148.43	.00

Jillian Barden September 25, 2024 at 13:59

Hi Jessica

I reached out to Waste Management for more clarification. The \$180.31 charge is the previous owner's bill. It is for service from Jan 28, 2024 to May 11, 2024, and was left unpaid. The previous owner started their account on Jan 28, and Waste Management closed the account when they started your service.

Your service was started on May 12, 2024, and your July bill reflects the prorated charge for service from May 12 - June 30, plus the billing for Quarter 3 (July - September). They also informed me you switched your cart size to a smaller cart on July 25.

As for the assessment, assessments stay with the property and not the person, and as the new owner you are responsible for the bill. I recommend reaching out to your title company to see if they submitted a payment and we can trace the payment and move forward from there.

I can still schedule a hearing, but the hearing officer will ask all of these questions, too. There is a second hearing on October 17, so we still have a little time to try and figure this out first.

Let me know if this makes sense.

Jillian

Jessica Stortenbecker September 25, 2024 at 23:33

Jillian,

I would like to continue with the hearing, as this was not service that I utilized. I paid my bill in full. I have attempted to contact the previous owner many times and they have not responded.

I appreciate your help,
Jessica

Jillian Barden September 26, 2024 at 11:31

Hi Jessica

I have you on the schedule for October 3 at 9am. We could call anytime between 9am and 10am. This is the phone number I have on file for you: (402) 432-8029.

I understand you tried reaching out to the previous property owner, but did you reach out to your title company as well?

Jillian

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