

#16244 Quarter 3 (July - September) 2022 Assessment Inquiry

Submitted December 29, 2022 at 19:54
Received via Web Form
Requester Gail Lannier <startwinkle55@msn.com>

CCs

brown092010@gmail.com <brown092010@gmail.com>

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

Assessment No.	Property ID Number	Latitude/Longitude
220113	292922420136	-93.07197,44.96828

Location	Other Name	Garbage Hauler	Rescheduled LH Date:
676 York Ave, Saint Paul, Minnesota, 55106	Gail Lannier	Waste Management	1/19/2023

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that there was a payment for \$62.26 that was cashed on 8/26/2022 but was not applied to the account until 10/14/2022. This was due to the fact that the payment was hung up in unidentified cash because Waste Management was not sure where to apply the payment. It appears as though the property owner sent their payment to the P.O Box 42390, Phoenix, AZ 85080 instead of the correct mailing address listed on the invoice as P.O. Box 4647, Carol Stream, IL 60197-4647.

Since the payment was applied to the account in 10/14/2022, it would have used to pay the October - December 2022 garbage invoice. There was also a payment applied to the account on 10/18/2022 for \$62.26, which was added as a credit to the account. Therefore, we cannot remove the assessment in full. However, since there was a delay in applying the payment to the account, we do recommend removing all three late fees of \$2.96. This would reduce the assessment to \$59.30.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	1/19/203

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

Accommodation Needs	Other Telephone	Rescheduled LH Time:	Date of LH (MM/DD/YYYY)
No	16514282169	9:00 AM	1/5/2023

Other Email

startwinkle55@msn.com

Stated Reason for Appeal (if given)

Property owner stated that they have always paid their garbage bill on time. Their Quarter 3 2022 invoice was paid with a check for \$62.26 that was cashed on 8/26/2022 by Waste Management. Therefore they believe that they should not have received an assessment for Quarter 3 2022.

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

Yes

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 3 (July - September)	9:00 AM

Gail Lannier December 29, 2022 at 19:54

Not sure what this is about, when I contacted WM about the notice they told me I overpaid and have a 62.26 credit on my account. I mentioned to them about this letter and they said to ignore it. I am not sure that is the correct and will resolve this issue. Please let me know what else needs to be done. WM received a payment for quarter 3 in July amount of 62.26 and did not cash that check until 8-26-2022. The quarter 4 check was cashed on October 14th for \$59.30. I do not owe WM anything.

Thank you

Gail Lannier

Clare Pillsbury January 3, 2023 at 09:55

Hello Gail,

Thank you for the inquiry regarding your Quarter 3 (July - September) 2022 delinquent garbage assessment. I will reach out to Waste Management to get more information regarding your account. This means that we will need to reschedule your legislative hearing date/time to January 21, which is our layover date. Please let me know if you have any additional questions or concerns. I should get back to you within 2-3 business days.

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 January 5, 2023 at 12:09

Hello Gail,

I was able to get a response from Waste Management. Their records show that there was a payment for \$62.26 that was cashed on 8/26/2022 but was not applied to the account until 10/14/2022. This was due to the fact that the payment was hung up in unidentified cash because they weren't sure where to apply the payment. Since the payment was applied to the account in 10/14/2022, it would have used to pay the October - December 2022 garbage invoice. Therefore, we cannot remove the assessment in full. However, since the payment was not applied to the account when it was received, we do recommend removing all three late fees of \$2.96. This would reduce the assessment to \$59.30. Since the reduction will have to be done via a legislative hearing on January 19, you will likely not see it be applied until mid-February. If you do not agree with my recommendation, you are welcome to attend the hearing via telephone. Please let me know by the end of next week if you would like to attend.

Best,

Clare Pillsbury

Clare Pillsbury

City of Saint Paul

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Gail Lannier January 5, 2023 at 14:37

Good Afternoon Clare-

My name is Monica Brown, daughter to Gail Lannier. I am replying to this email on her behalf to help eliminate more confusion than what she already is experiencing. The information they

provided to you I believe is incorrect. According to my records, I have copies of her cancelled checks showing payment was sent to Waste Management for all 4 quarters of 2022.

Please let me know if you would like me to send copies of those checks.

1-28-22 check [#6203](#) amount 59.30

4-15-22 check # 6246 amount 59.30

7-9-22 check # 6291 cashed by Waste Management on 8-26-22 amount 62.26

10-14-22 check # 6307 amount 59.30

Waste Management needs to figure out their issues and stop making more for others.

Thank you
Monica Brown

Clare Pillsbury January 5, 2023 at 15:02

Hello Monica,

As I stated before, check [#6291](#) that was cashed on 8/26/2022 wasn't applied to the account until 10/14/2022 because initially they could not identify which account that the payment needed to be applied to. When it was finally applied to your mother's account, the payment was used to pay the Quarter 4 (October - December) 2022 invoice. The other payment (check [#6307](#)) that was cashed on 10/14/2022 was applied to the account on the same day. Since the Quarter 4 (Oct - Dec) invoice had already been paid, the amount was added as a credit to the account and will be applied to the Quarter 1 (Jan - March) 2022 invoice.

The reason why the payment that was cashed on 8/26/2022 could not be applied to the Quarter 3 (July - September) invoice has to do with our billing system. In the City of Saint Paul, garbage service is paid for in advance for quarterly service. When bills are unpaid by the end of the billing cycle (three months), they are transferred to the City for payment which zeros out the resident account with the hauler. Then a pending assessment for delinquent garbage is placed on the property for the unpaid amount. Since the payment wasn't applied to the account until 10/14/2022, Waste Management sent your delinquent Quarter 3 (July - September) bill to the City which the City paid on your behalf (that is why your payment history with Waste Management shows a zero balance).

Please let us know if there is anything else our team can do for you. If you need further clarification, do not hesitate to call us at 651-266-6101. If you would like to schedule a legislative hearing for January 19, please let us know by the end of the week.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
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Gail Lannier January 9, 2023 at 20:55

Hello Clare-

This is Monica again replying back to your email. The information you have provided is also incorrect. This is a Waste Management problem. My mom nor I agree with the information you are providing to me as well. Her account has never been delinquent due to her not paying her bill. There should be NO legislative hearing nor should this even be an issue.

I went back to her bills and canceled checks from last year and it all adds up. If the City of St Paul

paid Waste Management for a bill they say my mother owed, they lied!

I own a home so I am familiar with the way the service is billed in advance. Looking back at her past bills she has ALWAYS paid them ON TIME and IN FULL...

July thru Sept 2021 bill - PAID IN FULL July 30th 2021

Oct thru Dec 2021 bill - PAID IN FULL Oct 15th 2021

Jan thru March 2022 bill - PAID IN FULL Jan 28th 2022 Waste Management cashed it on Feb 6th 2022

April thru June 2022 bill - PAID IN FULL April 15th 2022 Waste Management cashed it on April 21st

July thru Sept 2022 - PAID IN FULL July 9th 2022 Waste Management NEGLECTED to cash or apply to her account until Aug 26th

Oct thru Dec 2022 - PAID IN FULL Oct 14th 2022 Waste Management cashed it on Oct 18th 2022

The reason why the payment that was cashed on 8/26/2022 could not be applied to the Quarter 3 (July - September) invoice has to do with our billing system. In the City of Saint Paul, garbage service is paid for in advance for quarterly service. When bills are unpaid by the end of the billing cycle (three months), they are transferred to the City for payment which zeros out the resident account with the hauler. Waste Management didn't apply the payment until August 26th which is NOT the end of the billing cycle so the comment you made above is misleading and confusing.

Then a pending assessment for delinquent garbage is placed on the property for the unpaid amount. Since the payment wasn't applied to the account until 10/14/2022, Her payment check # 6291 was cashed and applied August 26th NOT October, so that is also incorrect information you have been given by Waste Management. Waste Management sent your delinquent Quarter 3 (July - September) bill to the City which the City paid on your behalf (that is why your payment history with Waste Management shows a zero balance). Her balance shows zero because she has paid her bills!

Please let us know if there is anything else our team can do for you. If you need further clarification, do not hesitate to call us at 651-266-6101. If you would like to schedule a legislative hearing for January 19, please let us know by the end of the week. I will be calling the number you provided and also I would like to move on with the legislative hearing on her behalf and all the other senior citizens this is happening with. What Waste Management and the City of St Paul are doing to people is wrong. How many other senior citizens are is WM and the City failing!!

Please set up a hearing and let me know
Monica Brown

Gail Lannier January 9, 2023 at 21:04

Hello-

Yes, my daughter and I have reviewed the last email and she has replied to her. As mentioned this is a Waste Management issue not my issue. My daughter will proceed with a hearing as we have proof everything was paid in full ON TIME. She is CC'd on this email. Waste Management has sent the city false information which created more issues. Not only did they get paid by me but they also received payment from the City. Please reply to both of us to let us know what the next steps are.

Clare Pillsbury January 10, 2023 at 12:20

Internal note

Staff reached out to WM for a response on why the check was not applied directly to the account when it was cashed in August 2022. WM has until 12:00 PM tomorrow. Once staff has a response from WM, they will call the property owner regarding any questions they have about the assessment process.

Clare Pillsbury January 10, 2023 at 12:23

Hello Gail,

Thank you for your response. We can definitely schedule you for a legislative hearing on July 19 at 9:00 AM. We will call the phone number we have on file for you (651-428-2169) between 9:00 AM and 10:00 AM. If you have any additional information that you would like us to add to the hearing file, please send that to me by this Friday, January 13. I will also try calling you this week to review our recommendation and what will happen during the hearing process. As always, 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

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