

## Pillsbury, Clare (CI-StPaul)

---

**From:** Black, Alisha (CI-StPaul)  
**Sent:** Thursday, July 9, 2020 10:02 AM  
**To:** Pillsbury, Clare (CI-StPaul)  
**Subject:** Remove Q1 Pending Assessment - 115 Jessamine Ave W

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Please remove the pending Q1 assessment per the below complaint response from AD:

115 W. Jessamine Ave

### Complaint:

P/O states that he received notice of a pending Q1 assessment in the amount of \$2.88. The P/O states that he paid this amount directly to AD and that he again called AD when he received the notice from the city to ask AD about the amount. The caller states that AD told him that they are not able to remove the \$2.88 late fee and that the city has to make that decision. That is incorrect information - the garbage haulers are the ones that impose late fees, and if the garbage hauler would like a late fee removed, they are able to do so. The P/O further stated that during his conversation with the AD CS rep, he was notified of his current amount owed of \$54.68 for Q2 garbage service, which the P/O immediately paid. The city informed the P/O that because the \$2.88 late fee that he paid to AD was applied properly, that he still owes the previous quarter amount that was referred to the city. The P/O requested that AD review his account in order to have the amount removed from the city for collection. Please contact the P/O and the city as to the determination regarding the referred amount of \$2.88.

### Response:

I will enter a credit \$4.65 on account



**Alisha Black**

*Office Assistant III*

Saint Paul Public Works  
800 City Hall Annex, 25 West 4th Street  
Saint Paul, MN 55102

**P:** 651-266-5692

**F:** 651-266-6222

[alisha.black@ci.stpaul.mn.us](mailto:alisha.black@ci.stpaul.mn.us)

The Most Livable  
City in America



[www.stpaul.gov/garbage](http://www.stpaul.gov/garbage)