

#745994 836 Rose Ave - Q2 Assessment Inquiry (WM)

Submitted September 19, 2024 at 10:54
Received via Voicemail
Requester David Bush

CCs

Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>, Consortium <grevering.sph@gmail.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.06519,44.97651	836 Rose Ave E, Saint Paul, Minnesota, 55106	No

Other Telephone	Property Type	Property ID Number
16127201451	SUD	282922220118

Billing period for Delinquent Garbage Bill Assessment

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
25.83	240116	9:00 am

Stated Reason for Appeal (if given)

PO sent in 1 check to pay for 4 accounts, and WM incorrectly applied check, resulting in multiple assessments

Date of LH (MM/DD/YYYY)

10/17/2024

Garbage Resolution Notes

PO had credit balances sitting in an account (closed in 2022), and funds were transferred to pay for assessment

Outcome of Assessment Inquiry:	Approved Assessment Reduction:	New Assessment Amount:
Removed	25.83	0.00

Payment Deducted from: Other Name

Hauler Payment David

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 has multiple properties in Saint Paul and sends one check to each hauler to pay for his multiple accounts. It is correctly applied to his accounts with every hauler except WM, which has resulted in two addresses being assessed in Q2 2024 while his other two accounts with WM have \$349.77 and \$260.19 credit balances in Q2 2024. Upon further investigation, two older accounts (which were transferred to Republic Services in July 2022) had a total credit balance of \$247.41 sitting since July 1, 2022 which WM never issued a refund check. WM has agreed to transfer these credit balances to his assessment balance and remove the charges from the Saint Paul Holdings account. Staff recommends to reverse the late fees and remove both assessments.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Reason for Removal/Reduction:
11/06/2024	Yes	Multiple Accounts

Please select the reason you are contacting the Garbage Program new options

Billing Question

Do you need an interpreter?

No

Is this request about recycling, garbage, or both?

Garbage only

Project Number

CG2403A2

Service Level

64 gallons (weekly)

David Bush September 19, 2024 at 10:54

Internal note

Voicemail from +1 (612) 720-1451

Call Details

Call from: +1 (612) 720-1451

Call to: +1 (651) 372-8578

Time of call: 2024-09-19 15:53:08 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 1 minute, 14 seconds

Transcription

This is David bush calling or d R B number 24. I am in a call calling regarding ratification of assessments. The 1st one regarding 836 rose avenue East file number C, g, 240382 and the 2nd involving file number C, g 243, a one regarding 12 o 9, dayton. I have paid all these bills. I spoke with your representative some time ago. The problem is, is that the re trash company's been allocating the, the payments to the wrong files. I have. Uh, I have dealt with the trash company on that issue. But in fact, all of these bills are paid at least once. Please return the call at 612-720-1451. Thank you.

Jillian Barden September 20, 2024 at 12:00

Internal note

Outbound call to +1 (612) 720-1451

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (612) 720-1451

Time of call: 2024-09-20 16:55:30 UTC

Called by: Jillian Barden

Length of phone call: 4 minutes, 54 seconds

Jillian Barden September 23, 2024 at 11:12

Internal note

Requests [#748504](#), [#748503](#) were closed and merged into this request.

Jillian Barden September 23, 2024 at 11:12

Internal note

Mary on 9/20/2024:

Check # and what were the other accounts

MP

Jillian Barden September 23, 2024 at 11:13

Internal note

Mary on 9/20/2024, 30 minutes later:

He got lucky - I found check [#4351](#) for \$500 posted to two accounts

\$400 was applied to account 500-396613 435 Banfil St on 4.19.24

\$100 was applied to account G40-2508 675 Victoria St S on 4.19.24

He currently has a credit balance of \$215.46 on the 435 Banfil St account

He has a credit balance of \$53.12 on the 1209 Dayton Ave account

He has a credit balance of \$147.62 on the 675 Victoria St S account
He has a credit balance of \$87.43 on the 836 Rose Ave E account

So he just needs to pay off what has gone to the city/county for certification and let those 4 accounts as is.
He needs to get a better handle on his bookkeeping

Mary Patch

Lydia Campbell September 23, 2024 at 17:46

Internal note

See ticket [#750072](#)

Jillian Barden September 24, 2024 at 10:27

Internal note

Request [#750072](#) "FW: FW: 836 Rose Ave E, Saint Pa..." was closed and merged into this request. Last comment in request [#750072](#):

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary mpatch@wm.com

Sent: Monday, September 23, 2024 4:17 PM

To: 'grevering.sph@gmail.com' grevering.sph@gmail.com

Subject: RE: FW: 836 Rose Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

I found another account he has a credit balance on also -

He has a mess and would really be nice if he pays the assessments and leaves the credit balances alone - I don't have time to deal with this

I'm not sure if he just sends a check and hopes it gets applied to the correct account or does he send in a check with all the invoice stubs so they can get applied to the correct account.

Mary Patch

From: grevering.sph@gmail.com grevering.sph@gmail.com

Sent: Monday, September 23, 2024 3:02 PM

To: Patch, Mary mpatch@wm.com

Subject: [EXTERNAL] FW: 836 Rose Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

Mary,

Please see the information and request from Jillian.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Jillian Barden (City of Saint Paul) support@saintpaul.zendesk.com

Sent: Monday, September 23, 2024 11:40 AM

To: Consortium grevering.sph@gmail.com

Subject: Re: 836 Rose Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

What are the service levels of the accounts?

It is clear that he did not intend to have such large credit balances carry over and still end up being assessed.

Can you remove 836 Rose Ave assessment of \$25.83 and the 1209 Dayton Ave assessment of \$194.95, and take it from his \$500+ worth of credits?

He sends checks into the other haulers the same way and does not have billing issues.

Conversation ID: 046f204c-7775-11ef-9617-e9c3e494b57c 7b215fe3-79ca-11ef-9882-c0e4a26fc756 03c10c10
On Fri, September 20 at 12:23, City of Saint Paul wrote:

Hello,

We've received an Assessment Inquiry for 836 Rose Ave E, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 745994

Ticket Requester: David Bush

Ticket Requester Email: (if available)

Ticket Request Phone Number: (if available) +16127201451

Property ID #: 282922220118

Property Address: 836 Rose Ave E, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 2 (April - June)

****Billing year for Pending Assessment: **2024**

Pending Assessment Amount: \$25.83

Hauler: Waste Management

**Ticket Comments: **

PO sent in 1 check to pay for 4 accounts. PO also just received the Letter of Haring Ratification, prompting another call in.

My original inquiry a few weeks ago, I stated he sent \$100 to you, that was a typo. He sent a \$500 check to you to be dispersed among his accounts.

What account did the \$500 get applied to, and how much of a credit is sitting there currently?

Please provide the following information:

- Name and mailing address on the account
- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

Jillian

City of Saint Paul

Public Works - Garbage

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

Recycling is a good thing. Please recycle any printed emails.

Jillian Barden September 25, 2024 at 09:45

Internal note

Ticket [751867](#)

Attached is a spreadsheet that I put together showing his accounts and the prepaid balances on them.

Jillian Barden September 30, 2024 at 10:19

Internal note

Ticket [758328](#)

Because of the overpayments he made on those two accounts - when we canceled them as of 7.1.22 – those were the proration cancel amounts left on his account - he never called looking for a refund and for whatever we never issued on – the credits were just sitting on his accounts

Jillian Barden October 1, 2024 at 11:51

Internal note

Outbound call to +1 (612) 720-1451

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (612) 720-1451

Time of call: 2024-10-01 16:41:06 UTC

Called by: Jillian Barden

Length of phone call: 10 minutes, 17 seconds

Jillian Barden October 1, 2024 at 11:53

Internal note

Response 759548 on 9/30

Is this the property owner making the request or the city making the request ?

MP

Jillian Barden October 1, 2024 at 11:55

Internal note

Called PO to tell him about his 2 closed accounts that were transferred to Republic on July 1 2022, and that they both have a credit balance on them. I asked if it was ok to use the credit as requested to WM by me "**Can you please transfer those credits from 334 Edmund and 368 Thomas to the assessments for 836 Rose and 1209 Dayton, and add the remaining balance of 26.63 to the 836 rose account. this way, he will not have anything due for Q4 for Rose.**"

PO agreed to the suggested use

Jillian Barden October 2, 2024 at 14:03

Internal note

Ticket [760759](#) at 10:30 am 10/1

I am done with this guy's accounts and him.

I moved the money as you stated below and I have had the certified amounts of \$194.95 and \$25.83 reversed off of the St Paul Holding account

Mary Patch

Jillian Barden October 2, 2024 at 14:05
ticket [761371](#) at 1pm on 10/1

Internal note

I had sent an e-mail earlier indicating that I had taken care of the issues noted

Mary Patch

Jillian Barden October 8, 2024 at 11:44
Ticket [#767648](#)

Internal note

Correct – I reversed those amounts off of our holding account for St Paul

Mary Patch

Jillian Barden October 8, 2024 at 11:45
Left VM on 1209 dayton confirming 10/17 hearing at 9am

Internal note

Jillian Barden October 8, 2024 at 13:55

Internal note

Request [#770161](#) "Missed call from David Bush" was closed and merged into this request. Last comment in request [#770161](#):

Jillian Barden October 15, 2024 at 15:30

Internal note

I am done with this guy's accounts and him.

I moved the money as you stated below and I have had the certified amounts of \$194.95 and \$25.83 reversed off of the St Paul Holding account
