

## #32739 1251 Watson Ave- Q1 2023 Assessment Inquiry

**Submitted** May 26, 2023 at 13:33  
**Received via** Voicemail  
**Requester** Ann Johnson <amj88@comcast.net>

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

**Assessment No.** 230108  
**Property ID Number** 102823420148  
**Do you need an interpreter?** No

**Please select the reason you are contacting the Garbage Program new options** Billing Question  
**Latitude/Longitude** -93.15302,44.92445

**Location** 1251 Watson Ave, St. Paul, Minnesota, 55116  
**Other Name** Ann Johnson  
**Garbage Hauler** Waste Management

**Have you contacted your hauler about this garbage bill before?**  
 No

### Staff Comments

Billing records from Waste Management show that the property owner was being billed for both 6/1/2022 - 12/31/2022 and 1/1/2023 - 3/31/2023 on their Quarter 1 2023 invoice. Since haulers are unable to collect for previous billing periods, and there was a service hold in place during the time period in question, staff recommends removing the assessment in full.

**General Recycling Issue/Inquiry** Back billed from hauler  
**Billing year for Delinquent Garbage Bill Assessment** 2023

**Is this request about recycling, garbage, or both?** Garbage only  
**Date of CP (MM/DD/YYYY)** 8/23/2023

**Total amount due for Delinquent Garbage Bill Assessment** 167.06  
**Legislative Hearing Required** Yes

**Other Telephone** 16123887792  
**Date of LH (MM/DD/YYYY)** 7/6/2023  
**Other Email** amj88@comcast.net

### Stated Reason for Appeal (if given)

Property owner was backbilled for service from 6/1/2022 - 12/31/2022.

**Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?**  
 No

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

January 1 - March 31

**Billing period for Delinquent Garbage Bill Assessment** Quarter 1 (January - March)  
**Time of LH** 9:00 AM

**Ann Johnson** May 26, 2023 at 13:33

Internal note

Voicemail from +1 (612) 388-7792

### Call Details

Call from: +1 (612) 388-7792  
 Call to: +1 (651) 413-6624  
 Time of call: 2023-05-26 18:30:24 UTC  
 Location: Minneapolis, Minnesota, United States  
 Length of phone call: 2 minutes, 52 seconds

### Transcription

Hello, my name is Anne johnson. My address is 1251 watson avenue. And my phone number is 612-388-7792. I was calling waste Management. I had not billed me. And then they tried to built in 2022 and then they tried to bill me after the fact and I spoke with your office a couple of times. The last person I spoke with was clare pillsbury, who said that that they were not allowed to do that waste Management was not allowed to post bill me. And so I did get a message saying that I still owe money, the 176. So \$6167.00, a 6 and that it would be go to collected with my property taxes according to city ordinance. And I just wanted to be sure that I in fact, did not have to pay that. Because it was my understanding, per my conversations with your office, the 10th waste Management did not tell me ahead of time. It tried to post to bill me like 68 months later that they could not do that. So if someone could give me a call back, I'd greatly appreciate it. Again, my phone number is 612-388-7792. Thank you.

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**Emily Torralba** May 26, 2023 at 13:55

Internal note

Clare, PO states that she had spoke to you in the past and she explained that WM is/was trying to back bill her and she wants to make sure that she does not need to pay a balance. Can you please reach out to her. Thank you!

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**Clare Pillsbury** May 30, 2023 at 08:57

Internal note

Outbound call to +1 (612) 388-7792

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 388-7792

Time of call: 2023-05-30 13:56:16 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 22 seconds

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**Clare Pillsbury** May 30, 2023 at 09:07

Internal note

Staff called property owner and left voicemail explaining that the assessed amount would be reduced to \$62.48 in August 2023.

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**Clare Pillsbury** June 1, 2023 at 14:59

Internal note

Correction: Assessment should be reduced in full (See staff comments).

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