

#17501 1111 Randolph Ave - Q3 2022 Assessment Inquiry

Submitted January 17, 2023 at 13:38
Received via Side conversation
Requester Kimberly Warner

CCs

Susan Anderson <susan.anderson@ci.stpaul.mn.us>

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

Assessment No.	Property ID Number	Latitude/Longitude
220113	102823140170	-93.1472,44.92716

Location	Other Name	Garbage Hauler
1111 Randolph Ave, Saint Paul, Minnesota, 55105	Kimberly Warner	Waste Management

Rescheduled LH Date: 2/21/2023
Have you contacted your hauler about this garbage bill before? No

Staff Comments

Hauler records show that the payment that they property owner made on 8/24/2022 was applied to an old account that the property owner had with Waste Management prior to the Citywide Coordinated Collection Program. This payment was applied to the property owner's current account in January 2023 and was used to pay their Q1 2023 invoice. Therefore, staff cannot recommend removal of the assessment in full. However, we are recommending that the late fees of \$14.48 be removed and the assessment be reduced to \$96.56 since it is unclear as to why the payment was applied to the wrong account.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	3/8/2023

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

Other Telephone	Rescheduled LH Time:	Date of LH (MM/DD/YYYY)
16512276935	3:00 PM	1/5/2023

Stated Reason for Appeal (if given)

Property owner stated that she paid this invoice on 8/24/2022.

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

Clare Pillsbury January 17, 2023 at 13:38

Need to create new ticket for property.

Clare Pillsbury January 17, 2023 at 13:53

Internal note

Staff left voicemail with property owner on ticket [#16962](#) to request the check numbers for the payments.

Susan Anderson January 17, 2023 at 16:38

Internal note

PO called back for Clare with her check #'s:

04/21/2022: [#2421](#) \$69.84 435 Arbor St.
04/21/2022 [#2422](#) \$96.58 1111 Randolph Av

08/24/2022 [#2453](#) \$73.33 435 Arbor St
08/24/2022 [#2455](#) \$101.48 1111 Randolph Av

10/26/2022 [#2470](#) \$69.84 435 Arbor St
10/26/2022 [#2471](#) \$96.58 1111 Randolph Av

Clare, it appears WM cashed all the above checks, yet she has a Q3 assessment and possibly a Q4 assessment with no credits on her WM bills. She will call back for you tomorrow am (01/18/2023).

Clare Pillsbury January 18, 2023 at 08:25

Internal note

Staff closing out ticket and will add information to ticket [#16962](#).

Clare Pillsbury January 18, 2023 at 08:27

Internal note

Staff reopened ticket on 1/18/2023 as it was closed in error.

Clare Pillsbury January 19, 2023 at 16:44

Internal note

Waiting on response from hauler for ticket [#16962](#)

Clare Pillsbury January 25, 2023 at 15:42

Internal note

Staff left voicemail with property owner on ticket [#16962](#) regarding their recommendation. Hauler records show that the check that was submitted on 8/24/2022 was applied to an old account that the property owner had with WM. Since the Q3 2022 balance has already been sent to the city to be assessed, the hauler applied the payment as a credit to the account. Therefore staff recommends approving the assessment.

Sarah Haas January 30, 2023 at 11:48

Internal note

Outbound call to +1 (651) 227-6935

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 227-6935

Time of call: 2023-01-30 17:23:05 UTC

Called by: Sarah Haas

Length of phone call: 24 minutes, 56 seconds

Sarah Haas January 30, 2023 at 11:48

Internal note

Credit was applied to the Quarter 1 bill. Contacted resident per Clare request. Resident will pay the assessment.

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