

## #3910 574 Wheelock Pkwy E - Q4 2021 Assessment Inquiry

**Submitted** February 18, 2022 at 1:42 PM  
**Received via** Voicemail  
**Requester** Milton Rolando Palacios

### CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

**Status** Closed  
**Priority** Normal  
**Group** PW - Garbage  
**Assignee** Clare Pillsbury

**Assessment No.** 220100  
**Property ID Number** 202922240135  
**Latitude/Longitude** -93.07654,44.98616

**Location** 574 Wheelock Pkwy E, Saint Paul, Minnesota, 55130  
**Other Name** Milton Rolando Palacios  
**Garbage Hauler** Waste Management

### Have you contacted your hauler about this garbage bill before?

No

### Staff Comments

Both city and hauler records shows that there were no payments made for the Quarter 4 invoice and assessment. However, it appears as though the property owner was incorrectly assessed during this time period. The current property owner purchased the property on 4/1/2021 and on 5/9/2021 called the hauler to set up a new account. The CSR did this but did not cancel the account for the previous property owner. Therefore both accounts were billed for Quarter 3 and Quarter 4 2021. Since the Quarter 4 2021 assessment includes the invoices for both accounts, staff recommends reducing the assessment to \$116.38. This would be for original invoiced amount of \$101.20 as well as three late fees.

**Billing year for Delinquent Garbage Bill Assessment** 2021  
**Date of CP (MM/DD/YYYY)** 5/25/2022

**Total amount due for Delinquent Garbage Bill Assessment** 232.76  
**Legislative Hearing Required** Yes

**Other Telephone** 16514471359  
**Date of LH (MM/DD/YYYY)** 4/7/2022

### Stated Reason for Appeal (if given)

Property owner wants to know why they owe for Quarter 4 2021. They stated that they sent the money order for \$242.00 around November 4, 2021. They are unsure whether it was sent to the hauler or to the city. They did state that when they spoke to the CSR at WM, they stated that they had not received this payment. Therefore, they believe that they may have sent it to the city.

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

No

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

October 1 - December 31

**Billing period for Delinquent Garbage Bill Assessment** Quarter 4 (October - December)  
**Time of LH** 9:00 AM

**Maria Lopez** February 18, 2022 at 13:42

Internal note

Voicemail from +1 (651) 703-0358

### Call Details

Call from: +1 (651) 703-0358

Call to: +1 (651) 413-6624

Time of call: 2022-02-18 19:40:22 UTC

Location: Minnesota, United States  
Length of phone call: 1 minute, 38 seconds

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**David Stanton** February 18, 2022 at 13:47

Internal note

Consultation call  
Initiated by: David Stanton  
Received by: Clare Pillsbury

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**Clare Pillsbury** February 18, 2022 at 13:47

Internal note

Call transferred.  
From: David Stanton  
To: Clare Pillsbury

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**Clare Pillsbury** February 18, 2022 at 14:08

Internal note

Outbound call to +1 (651) 703-0358

Call Details  
Call from: +1 (651) 413-6624  
Call to: +1 (651) 703-0358  
Time of call: 2022-02-18 19:46:18 UTC  
Called by: Clare Pillsbury  
Length of phone call: 21 minutes, 59 seconds

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**Clare Pillsbury** March 3, 2022 at 16:55

Internal note

Outbound call to +1 (651) 447-1359

Call Details  
Call from: +1 (651) 413-6624  
Call to: +1 (651) 447-1359  
Time of call: 2022-03-03 22:54:30 UTC  
Called by: Clare Pillsbury  
Length of phone call: 1 minute, 16 seconds

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**Clare Pillsbury** March 3, 2022 at 16:57

Internal note

Staff called property owner to update them that they would call on Monday with more information and/or a recommendation regarding the assessment inquiry.

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**Clare Pillsbury** March 8, 2022 at 13:56

Internal note

Outbound call to +1 (651) 447-1359

Call Details  
Call from: +1 (651) 413-6624  
Call to: +1 (651) 447-1359  
Time of call: 2022-03-08 19:54:36 UTC  
Called by: Clare Pillsbury  
Length of phone call: 1 minute, 27 seconds

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**Clare Pillsbury** March 8, 2022 at 13:56

Internal note

Called property owner to inform them of recommendation and left voicemail.

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**Clare Pillsbury** March 10, 2022 at 10:41

Internal note

Outbound call to +1 (651) 447-1359

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 447-1359

Time of call: 2022-03-10 16:41:06 UTC

Called by: Clare Pillsbury

Length of phone call: 40 seconds

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