#21425 597 Hazel St N- Q4 2022 Assessment Inquiry

Submitted	Received via	Requester
March 23, 2023 at 12:58	Voicemail	MEGAN FORCIA

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

Assessment No.	Property ID Number	Latitude/Longitude
230107	352922230001	-93.02061,44.95929

Location	Other Name	Garbage Hauler
597 Hazel St N, Saint Paul, Minnesota, 55119	Megan Forcia	Republic Services

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that the charges for services from 8/3/2022 - 9/30/2022 were added to the Quarter 4 2022 invoice. This was due to the fact the the property owner called in August to set up service for theproperty. However, since haulers are unable to collect for services provided during a prior service period, staff recommends reducing the assessment to $106.08, which is the base cost for a 96-gal cart.

Billing year for Delinquent Garbage Bill Assessment	Date of CP (MM/DD/YYYY)
2022	5/24/2023

Did you contact your hauler about this issue prior to contacting the City?

Yes

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

Other Telephone	Date of LH (MM/DD/YYYY)
16126951060	4/6/2023

Stated Reason for Appeal (if given)

Property owner stated that their quarterly invoice is usually around $106.00. Therefore they do not understand why the assessed amount for Q4 2022 is $202.82.

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 30

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 4 (October - December)	11:00 AM

Please select the reason you are contacting the Garbage Program

Billing Question

MEGAN FORCIA March 23, 2023 at 12:58 Internal note

Voicemail from +1 (612) 695-1060

Call Details
Call from: +1 (612) 695-1060
Call to: +1 (651) 413-6624
Time of call: 2023-03-23 17:56:38 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 1 minute, 41 seconds

Transcription
Hi, my name is Megan for sure. I live at 597 hazel street north and I was transferred over here by patty from the assessment office. I have concerns about a delinquent garbage bill. And she sort of validated some of my concerns. I spent the morning talking already to the trash fuller republic Services and they has not been able to help me. So if you could give me a callback, my number is 612-695-1060. And I'd really appreciate it. Thank you.

Emily Torralba March 23, 2023 at 13:39 Internal note

Outbound call to +1 (612) 695-1060

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 695-1060
Time of call: 2023-03-23 18:30:19 UTC
Called by: Emily Torralba
Length of phone call: 9 minutes, 28 seconds

Emily Torralba March 23, 2023 at 13:58 Internal note

Forwarded to Clare:

PO states that their garbage bill quarterly is around $106 and she spoke to Patty from the assessment office. PO does not understand why their assessment is $202.82. PO states that she has been trying to pay her bill for sometime and that she has spoken to the hauler and states they have no way of taking a payment for the recent bill. PO states she would like some help with the assessment and her bill.

Clare Pillsbury March 24, 2023 at 13:56 Internal note

Outbound call to +1 (612) 695-1060

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 695-1060
Time of call: 2023-03-24 18:53:45 UTC
Called by: Clare Pillsbury
Length of phone call: 2 minutes, 36 seconds

Clare Pillsbury March 24, 2023 at 14:08 Internal note

Staff called property owner and left a voicemail informing them of their recommendation. Hauler records show that the charges for services from 8/3/2022 - 9/30/2022 were added to the Quarter 4 2022 invoice. This was due to the fact the the property owner called in August to set up service for theproperty. However, since haulers are unable to collect for services provided during a prior service period, staff recommends reducing the assessment to $106.08, which is the base cost for a 96-gal cart.

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