#20011 1932 Ashland Ave, - Q4 2022 Assessment Inquiry

Submitted	Received via	Requester
March 3, 2023 at 10:12	Web Form	John Ervin Thomas <john.ervin.thomas@gmail.com>

CCs

Sarah Haas <sarah.haas@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
230107	042823240058	-93.18194,44.94376

Location	Other Name	Garbage Hauler
1932 Ashland Ave, Saint Paul, Minnesota, 55104	John Sand	Highland Sanitation

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that there have only been three carts at the property since the start of the coordinated collection program. There are two 64-gal carts and one 96-gal cart. Therefore staff recommends reducing the assessment to $320.43, which is the base service leve cost for two 64-gal carts and one 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
456.04	Yes

Accommodation Needs	Other Telephone	Date of LH (MM/DD/YYYY)	Other Email
N/A	15072547348	4/6/2023	john.ervin.thomas@gmail.com

Stated Reason for Appeal (if given)

Property owner stated that the property is a 3 unit owner-occupied multi-family dwelling unit in St Paul. However, they recently discovered they have been incorrectly been charged for four garbage carts instead of three.

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

No

Is this a repeat report?	Garbage Invoice Dates (i.e. January 1- March 31)
No	October 1 - December 31

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

John Ervin Thomas March 3, 2023 at 10:12

Hi Team,

Hope your March is starting off well (and spring comes quick!). I am the owner of a 3 unit owner-occupied multi-family in St Paul. I recently discovered that since starting with Highland Sanitation a few years ago, I've been charged for four canisters instead of three. When I raised this with my provider, Highland Sanitation, I was offered

a credit only for the current invoice, not for the past several years. When following up, I did not receive a response. I've attached the email here.

I'd appreciate any help here. I have paid hundreds of dollars over what should've been billed to me and would like a credit issued to cover. I understand clerical errors happen, I'd just like a speedy resolution. Thank you!

Best,

John Sand

Susan Anderson March 3, 2023 at 10:30 Internal note

John Sand located at 1932 Ashland Ave, Saint Paul, Minnesota, 55104 contacted the City RE: Billing Question-Assessment Inquiry Q4 2022. Clare, can you follow up with this resident? Thank you!

Clare Pillsbury March 3, 2023 at 15:11

Thank you for reaching out about your billing issues with Highland Sanitation. I completely understand your fustration and will reach out to them to try and resolve the issue. You should hear back from me shortly. In the meantime, please feel free to reach out if you have any additional questions or concerns.

Best,

Clare Pillsbury

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
https://www.stpaul.gov/garbage

Clare Pillsbury March 3, 2023 at 15:15 Internal note

Please forward to the hauler (with the attached email from Susan Stewart). Property owner stated that since the beginning of the program, they have been charged for four garbage carts instead of the three that they are required to have. They did reach out to Highland Sanitation via email. However, Highland Sanitation told them that they could only provide a credit for the most recent invoice. Please explain why the property owner was incorrectly charged for four carts instead of three and why Highland Sanitation is only able to credit them for the most recent invoice. Please also provide all records of contact with the property owner since January 2023.

Sarah Haas March 6, 2023 at 13:42 Internal note

clare, see Sue's response. It is true they only have 30 days to respond. Please reply to resident.

"As I explained to Mr. Sand, I can update the current invoice but the other invoices are closed. An RDU has up to 30 days from the date of the invoice to dispute the invoice." The latest invoice is in her email reply in the ticket.

Clare Pillsbury March 6, 2023 at 13:45 Internal note

Thanks Sarah! This property current has pending assessments for Q3 and Q4 2022. Should I look into reducing these? Let me know and I can get back to the resident.

Sarah Haas March 6, 2023 at 16:47 Internal note

If we can, let's do that and we'll eat it.

Clare Pillsbury March 7, 2023 at 08:45 Internal note

Sarah Haas We can definitely do that for Q3 and Q4 assessments. I will let the property owner know and submit the files to Mai then.

Clare Pillsbury March 13, 2023 at 14:53

Hello John,

I got more information regarding your account from Highland Sanitation. They confirmed that you have only had three carts at your property since the beginning of the program (2 x 64-gal carts & 1 x 96-gal cart). Unfortunately, we are unable to request that they credit you back for any previous billing periods since they were not notified of this issue earlier. Since there are two pending assessments for unpaid garbage bills from July - Sept and Oct - Dec 2022, we can reduce both these to $320.43, which would be the base service level cost for the carts that are currently on your property. Since they both will have to be reduced via a legislative hearing assessments, this will not be done until the end of May 2023. I will send you a notice once both assessment amounts have been reduced.

Please let me know if you have any additional questions or concerns.

Thank you,

Clare Pillsbury

Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
https://www.stpaul.gov/garbage

John Ervin Thomas March 15, 2023 at 15:31

Thanks very much, this works for me.

Best,
John

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