

MEMO TO: City of St. Paul  
MEMO FROM: Deborah Moore, 812 California Avenue West  
RE: Error in billing  
Date: March 18, 2019

I have been attempting to sort out the errors in my Waste Management billing since October 2018. As far as I can understand it, I made a payment to Waste Management service on October 18, 2018. I received a late notice, then contacted Wasted Management and my Bank confused about why payment was not received. I still do not understand what happened but both systems show payment was made. After receiving another late notice I talked to Waste Management and they said I had to file a dispute. I did so and received notice that my second payment received on January 5, 2019 was delinquent and did not post until after January 5, 2019. That is not consistent with my bank statement.

Below is documentation from both my bank and the garbage service. I am happy to make any payment owed, but I am extremely confused about what payment I have not made and why I am considered delinquent.

I would be happy to talk to someone regarding the situation to resolve the issue. Unfortunately, the only option seems to be to join a legislative hearing, so I am filling to do so. It seems a terrific waste of time and resources to manage billing in this way and I am very disappointment with the policy decision that is creating the need for new tax paid services to resolve simple billing erro.



If you need to contact me directly, you may reach me at 651-955-6462 or [ddm2@umn.edu](mailto:ddm2@umn.edu).

### Billing Info from Waste Management


## My Recent Bills & Payments

Customer ID 00020-81734-03001 | dmoore

### Transaction History

Date	Invoice Number	Invoice Amount	Status	Payment	Date	Method
01/05/19	 <a href="#">8140193-0500-6</a>	\$96.08	Paid	(\$96.08)	01/04/19	Check ONLINEPMT
09/20/18	 <a href="#">8037363-0500-1</a>	\$96.08	Paid	(\$96.08)	01/04/19	Check ST PAUL BAL

### Bill Pay Info from US Bank Checking Account

	WASTE MA ...3...	\$96.08	No Fee	Standard	10/19/2018	Checking... 76... Processed	<a href="#">Resolve Issue</a>
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