

From: [Pillsbury, Clare \(CI-StPaul\)](#)
To: [*CI-StPaul_Contact-Council](#); [Swanson, Christopher \(CI-StPaul\)](#)
Subject: RE: 1277 Scheffer - Garbage Problem
Date: Thursday, November 12, 2020 12:57:59 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Thank you. I will reach out to the resident today.



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City in America

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www.stpaul.gov/garbage

From: *CI-StPaul_Contact-Council <Contact-Council@ci.stpaul.mn.us>
Sent: Thursday, November 12, 2020 12:52 PM
To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Subject: 1277 Scheffer - Garbage Problem

From: Jackington <thejackmp@gmail.com>
Sent: Wednesday, November 11, 2020 10:27 AM
To: *CI-StPaul_Contact-Council <Contact-Council@ci.stpaul.mn.us>
Subject: Garbage Problem

City Council,

My name is Jack Malone-Povolny. I live at 1277 Scheffer in Saint Paul. I voted for Mayor Carter and his garbage program because it made sense from an environmental and efficiency perspective. I've argued with people who felt differently and converted them to supporting it. But I've noticed a major issue with the garbage program in the Twin Cities that is adversely affecting thousands of Saint Paulites that I'm hoping you can help me address.

I have my trash done by Advanced Disposal. When I went to set up Auto Payment, they gave me a choice of which day to have the autodraft taken. It defaulted to the 1st of the month so I went with the 1st of the month, as I'd assume most people do. Unbeknownst to me, the garbage bill comes out

on the 5th and is due the 25th. By selecting the 1st of the month (or if I'd chosen any day between the 26th and the 4th), I am considered overdue and charged a 5% late fee of \$4.65. The city sends me an overdue payment notice but it doesn't show up until the 1st. When I go to the garbage website on the 1st to see why my payment isn't going through, it shows I've made my payment and have a zero balance and I think I have solved it. It isn't until the 1st of the next month that my \$4.65 late fee is processed and goes into the city's coffers. It took me almost a year to notice that this was happening because it's so hard to notice.

This is clearly unfair. There's no warning on the garbage collector's website that I need to choose a day between the 5th and 25th in order to avoid incurring a payment. The city likely has it somewhere in the fine print but that's not responsible government, that's tricking taxpayers. I would hope that this is a simple mistake and not a scheme designed to drive up tax revenue!

The great part is that this whole thing is eminently solvable – don't make the payment overdue until the 5th of the next month (which is reasonable since the bills come out every three months). That way, no matter the autopayment date, no one would be overdue. Autopayment is something businesses and governments like because it guarantees the money is received; therefore it seems reasonable to make an adjustment in order to ensure that autopayers are not being taken advantage of.

I would love the city to refund me \$23.25 I've paid in overdue fees but that's a minor point compared to fixing the actual problem. I would estimate that this impacts at least 50% of autopayers since 10 of the 30 days of the month create this late fee problem and I'd guess that those trouble days of the month are more popular as people reflexively debit on the 1st or the last of the month.

Please let me know if this is a common problem or if there's anything you can do to help me. I'm also happy to call and explain this to anyone who might be able to help. Thanks!

Jack Malone-Povolny

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