

From: [Pillsbury, Clare \(CI-StPaul\)](#)
To: [Moermond, Marcia \(CI-StPaul\)](#); [Swanson, Christopher \(CI-StPaul\)](#)
Cc: [Zimny, Joanna \(CI-StPaul\)](#); [Vang, Mai \(CI-StPaul\)](#)
Subject: RE: 1516 Margaret Street
Date: Tuesday, March 9, 2021 12:15:46 PM
Attachments: [image001.png](#)
[image002.png](#)
[image004.png](#)

Hello Marcia,

Here is the written summary for 1516 Margaret:

*The property owner, Khin Latt, informed staff at the Legislative Hearing that she was getting two bills sent to her each quarter. One bill was sent to her email on the 4th of the month. The bill, however, was addressed **Keana M Multhauf** and listed an account number ending in 11672. The other bill is that the property owner received was sent to the property address on the 5th of the month and addressed to **Rebeca Newgren**. It listed an account number ending in 11953. The property owner also stated that she was being billed for a 96-gal when she had a 64-gal cart at the property.*

Staff confirmed with the hauler that Keana Multhauf is the owner of 1725 Margaret Street. Due to an error with the account, the invoices were being sent to Khin Latt. Khin set up an online account for that address under the impression that these invoices were for 1516 Margaret and made two payments of \$93.07. The hauler has cancelled the online account and credited the two payments of \$93.07 back to Khin Latt. They also contacted Keana Mukthauf and let them know that they would owe them for those two payments.

It also appears that Advanced Disposal had the wrong name listed on the account for the property in question, 1516 Margaret. Staff has removed the Rebeca Newgren's name on the account and replaced it with the current property owner as of January 2021. The hauler has also credited all late fees added to the Q1 and Q2 2020 invoice for this property. This again appears to have been an error with the account. At his point and time, neither errors appear to be a systematic issue with Advanced Disposal billing system.

The hauler did confirm that the cart at the property was a 96-gal cart. Therefore, they were billing for the correct size cart. Due to the confusion associated with billing at this account, staff is recommending removing the Q3 2020 assessment.

Let me know if you have any additional questions or comments. Hopefully this provides a good overview of the issue. It was really hard to get coherent information from the hauler on this one.

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex



SAINT PAUL
MINNESOTA

15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: Pillsbury, Clare (CI-StPaul)
Sent: Monday, March 8, 2021 2:55 PM
To: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>
Cc: Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>
Subject: RE: 1516 Margaret Street

Absolutely. We figured out what was going on but I just realized that we did not get a confirmation from the hauler regarding what size cart was at the property. I emailed them this morning and hopefully we'll have an answer soon. I will provide the written summary by the end of the week.



SAINT PAUL
MINNESOTA

Clare Pillsbury
Management Assistant I
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
15 W. Kellogg Blvd.
Saint Paul, MN 55102
P: 651-266-8862
Clare.Pillsbury@ci.stpaul.mn.us
www.StPaul.gov

From: Moermond, Marcia (CI-StPaul) <marcia.moermond@ci.stpaul.mn.us>

Sent: Sunday, March 7, 2021 8:41 PM

To: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>; Swanson, Christopher (CI-StPaul) <Christopher.Swanson@ci.stpaul.mn.us>

Cc: Zimny, Joanna (CI-StPaul) <joanna.zimny@ci.stpaul.mn.us>; Vang, Mai (CI-StPaul) <mai.vang@ci.stpaul.mn.us>

Subject: 1516 Margaret Street

Clare,

We could use a written summary on how the billing fiasco associated with the address has been addressed by Advanced. The matter is scheduled for public hearing 3/17. I'd like something for the record by the end of this week if possible. Thank you, Marcia



Marcia Moermond

Legislative Hearing Officer & Sr. Policy Analyst

Pronouns: she/her

Saint Paul City Council

310 City Hall, 15 W.Kellogg Blvd.

Saint Paul, MN 55102

P 651-266-8570

marcia.moermond@stpaul.gov

www.StPaul.gov