

#20967 920 Lawson Ave E - Q4 2022 - Assessment Inquiry (Entered)

Submitted March 17, 2023 at 08:52
Received via Voicemail
Requester Colleen Vega

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
230105	282922230049	-93.06172,44.97195

Location	Other Name	Garbage Hauler
920 Lawson Ave E, Saint Paul, Minnesota, 55106	Colleen Vega	Waste Management

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

Hauler records show that the payment that was made on 10/19/2023 was applied to an old account the property owner had with Waste Management. When this payment was found in March 2023, it was applied as a credit to the correct account and will be applied as a credit to the next invoice. While staff is unable to recommend removal of the assessment in full, they do recommend removing the late fees and reducing the assesment to the original invoiced amount of \$69.81.

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

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

Other Telephone	Date of LH (MM/DD/YYYY)
16513532645	4/6/2023

Stated Reason for Appeal (if given)

Property owner stated that they paid their Q4 2022 invoice on 10/19/2022.

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

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

October 1 - December 31

Billing period for Delinquent Garbage Bill Assessment	Time of LH
Quarter 4 (October - December)	9:00 AM

Colleen Vega March 17, 2023 at 08:52

Internal note

Voicemail from +1 (651) 353-2645

Call Details

Call from: +1 (651) 353-2645

Call to: +1 (651) 413-6624

Time of call: 2023-03-17 13:50:50 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 1 minute, 52 seconds

Transcription

Hi, colleen calling vega and I got a letter in the mail about the trash. Can you please give me a call back at 651-353-2645. Thanks bye.

Susan Anderson March 17, 2023 at 09:08

Internal note

Outbound call to +1 (651) 353-2645

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 353-2645

Time of call: 2023-03-17 13:58:40 UTC

Called by: Susan Anderson

Length of phone call: 9 minutes, 21 seconds

Susan Anderson March 17, 2023 at 09:13

Internal note

Colleen Vega located at 920 Lawson Ave E, Saint Paul, Minnesota, 55106 contacted the City RE: - Q4 2022 - Assessment Inquiry. PO says she paid her Q4 bill on 10/19/2022, before the due date. She was sent an assessment notice for the quarter. PO is emailing her receipt and requests the assessment be lifted. Clare, can you please follow up on this? Thank you!

Susan Anderson March 17, 2023 at 10:08

Internal note

Here is her WM bill and bank receipt of the transaction.

Clare Pillsbury March 21, 2023 at 16:51

Internal note

Outbound call to +1 (651) 353-2645

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 353-2645

Time of call: 2023-03-21 21:46:41 UTC

Called by: Clare Pillsbury

Length of phone call: 4 minutes, 47 seconds

Clare Pillsbury March 21, 2023 at 16:54

Internal note

Staff called property owner back to inform them of their recommendation. Hauler records show that the payment that was made on 10/19/2023 was applied to an old account the property owner had with Waste Management. When this payment was found in March 2023, it was applied as a credit to the correct account and will be applied as a credit to the next invoice. While staff is unable to recommend removal of the assessment in full, they do recommend removing the late fees and reducing the assessment to the original invoiced amount of \$69.81.

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