

# #387598 2024 Reaney Ave E - Q3 & Q4 2023 Assessment Inquiry (Republic) - LH Remove

<b>Submitted</b>	<b>Received via</b>	<b>Requester</b>
January 25, 2024 at 13:29	Mail	Mark Duret II <markduret@yahoo.com>

**CCs**  
Sarah Haas <sarah.haas@ci.stpaul.mn.us>

<b>Status category</b>	<b>Ticket status</b>	<b>Priority</b>	<b>Group</b>	<b>Assignee</b>
Pending	Pending - Future Event	Normal	PW - Garbage	Lydia Campbell

<b>Assessment No.</b>	<b>Property ID Number</b>	<b>Project Number</b>	<b>Do you need an interpreter?</b>
230115	262922430178	CG2304A2	No
<b>Latitude/Longitude</b>	<b>Location</b>	<b>Other Name</b>	<b>Garbage Hauler</b>
-93.01487,44.9638	2024 Reaney Ave E, St. Paul, Minnesota, 55119	Mark Duret II	Republic Services

**Staff Comments**  
PO, Mark Duret, provided proof of payment for Q3 & Q4, 2023 garbage bills. Hauler, Republic Services, confirmed that they received these payments and that they had forwarded the amount to the City in error.

<b>Billing year for Delinquent Garbage Bill Assessment</b>	<b>Date of CP (MM/DD/YYYY)</b>
2023	03/13/2024

<b>Total amount due for Delinquent Garbage Bill Assessment</b>	<b>Legislative Hearing Required</b>
119.89	Yes

<b>Other Telephone</b>	<b>Date of LH (MM/DD/YYYY)</b>	<b>Other Email</b>
16124628172	02/06/2024	markduret@yahoo.com

**Stated Reason for Appeal (if given)**  
PO says he already paid his two Q3 and Q4 bills to the hauler in August and October.

**Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?**  
No

**Garbage Invoice Dates (i.e. January 1- March 31)**  
July 1 - September 30

<b>Billing period for Delinquent Garbage Bill Assessment</b>	<b>Time of LH</b>
Quarter 3 (July - September)	3:00 PM

**Mark Duret II** January 25, 2024 at 13:29

Hi there,

I believe I have been receiving delinquent garbage invoices in error, and I would like to make sure it gets corrected, or I can pay the proper amount. I've included my address in the email, and I will attach my payment history to Republic Services. If it's easier, feel free to reach out to me at 612-462-8172. Please let me know if you have any other questions or need anything else from me!

Thanks!  
Mark

**Susan Anderson** January 25, 2024 at 14:23

Internal note

Lydia, the PO paid his garbage bills to Republic for Q3 and Q4 one month late--so he also paid his late fee of \$5.21. Yet on our assessment website, it says he owes \$119.89. That includes three late fees. Did Republic make a mistake and send his bills over as if they hadn't been paid at all?

Nov 4, 2023	
REPUBLIC SERVICES TRASH	\$109.47 >
Bills & utilities	
Aug 11, 2023	
REPUBLIC SERVICES TRASH	\$109.47 >
Bills & utilities	

**Susan Anderson** January 25, 2024 at 14:44

Dear Mark,

Thank you for your email and questions regarding your garbage bills. It appears that you paid your Q3 (July 1-Sept 30, 2023) and Q4 (October 1-Dec 31, 2023) bills, a month late. I see you also paid a \$5.21 late fee along with your regular bill of \$104.26 (total=109.47) for both months, which was the correct amount to pay.

However, Republic sent your Q3 and Q4 bills to the City, inferring that you had never paid your Q3 and Q4 bills at all (\$119.89 for each quarter, which includes your regular charges of \$104.26 plus three late fees). I believe Republic sent your bills to the City in error, as it's clear, from your credit card information, that you had already paid them, plus the late fees, in August and November.

I'm going to forward your information to my colleague, Lydia, who investigates matters such as this. She will be getting in touch with you within the next week, after she looks into your case with Republic.

Best regards,

Susan Anderson

Susan Anderson  
City of Saint Paul

Department of Public Works - Garbage

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

<https://www.stpaul.gov/garbage>

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**Lydia Campbell** January 29, 2024 at 14:20

Internal note

Response from Republic: *Please remove the certification. Thanks*

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**Lydia Campbell** January 29, 2024 at 14:29

Good Afternoon Mark,

We reached out to Republic Services about the issue with your garbage bills. They confirmed that the assessments sent to you for Quarter 3 (Jul-Sep) 2023 and Quarter 4 (Oct-Dec) 2023 were sent in error. I have already asked that the assessment for Quarter 4 be removed. That change should be reflected on your assessments profile soon. Removing the assessment for Quarter 3 will take me a little longer, so don't expect to see that reflected until at least March.

To view your assessments online, visit [stpaul.gov/assessments](http://stpaul.gov/assessments)

I will be in touch if there is anything else that I need from you.

Lydia

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City of Saint Paul  
Public Works - Solid Waste  
651-266-6101

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