

#776097 652 Iglehart Ave - Q3 2024 Assessment Inquiry (Republic)

Submitted October 11, 2024 at 12:19
Received via Mail
Requester Dan Walsh <dj4892144@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	City of Saint Paul	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.12765,44.94932	652 Iglehart Ave, Saint Paul, Minnesota, 55104	16127992242

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
352923440051	Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2024

Total amount due for Delinquent Garbage Bill Assessment	Garbage Resolution Notes
283.90	Hauler agreed to remove late fees

Garbage Assessment Resolved	Outcome of Assessment Inquiry:
Yes	Reduced

Approved Assessment Reduction:	New Assessment Amount:	Payment Deducted from:
246.88	0.00	Hauler Payment

Other Name

Danial Walsh

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

Yes

Garbage Hauler Have you contacted your hauler about this garbage bill before?

Republic Services Yes

Legislative Hearing Required	Reason for Removal/Reduction:	Do you need an interpreter?
Yes	Multiple Accounts	No

Hauler Response Over 24 hours	Date City Staff Sent Message to Hauler
Yes	October 13, 2024

Date Hauler Replied to City's Message

October 24, 2024

Tanya Panzer October 11, 2024 at 12:19

This resident came down to our office to dispute the late charges based upon the Periodic Notice of Non-Payment. He went to Public Works first and they said no you have to speak with some one in Office of Financial Services. He was very angry since our office is closed to the Public on Fridays so to calm him I said email me the paperwork and I will take care of the issue.

This parcel is his rental property at 652 Iglehart Ave.

From what I can tell and understand –

He received a Garbage Invoice from Republic Invoice date 10/5/2024 that shows a Previous Balance \$246.88/Payments/Adjustment -\$493.76/Current Invoice Charge \$246.88 then it states Total Amount Due \$0.00 this Invoice is for October to December 2024.

He receives another Republic Invoice date 10/5/2024 Past Due on 10/5/2024 \$246.88/Payment/Adjustments \$37.02/ Current Invoice Charges \$246.88 then it states Total Due \$530.78. The Invoice indicated 3 late charges on the Invoice (which I can only assume is for July -Sept) and then it says Current Invoice Charges, Due by October 25, 2024 \$246.88 (which I can only assume is for Oct-Dec). So why does this Invoice indicate that he owes \$530.78 which is for the previous billing cycle July to September 2024 \$283.90 and for the current billing cycle October to December 2024 \$246.88.

He then receives a Periodic Notice of Non-Payment on 10/5/2024, for Original Due Date of 7/31/2024, New Amount Due \$283.90.

Which now brings us to an email that Republic sent Dan Walsh on 7/23/2024 which states Thank you for your payment of \$246.88. Then on 8/16/2024 Daniel sent an email to Republic and PW Garbage stating he is not paying \$259.22 with a screen shot showing two 7/23/2024 payments of \$246.88.

At this point I told him our office would take care of correspondence with Public Works. Can we contact Republic and see what is going on with his account. No Late payments should have been added to the Previous balance for he made payment on 7/23/2024. Also it indicated that they received 2 payments of 246.88 so shouldn't he have had a credit towards his Oct to Dec billing cycle?

From: Dn MN <dj4892144@gmail.com> **Sent:** Friday, October 11, 2024 10:26 AM **To:** Tanya Panzer <tanya.panzer@ci.stpaul.mn.us> **Subject:** Re: 659 Iglehart Ave

Think Before You Click: This email originated outside our organization.

I expect the 3 late fees to be waived and will be paying the normal amount this month, as I have since the inception of this process, so it is for Republic to adjust their own systems based upon notice of the mistake that was given and they were unable to remedy.

Thanks

On Fri, Oct 11, 2024 at 9:56 AM Tanya Panzer <tanya.panzer@ci.stpaul.mn.us> wrote:

Tanya J Panzer

Office of Financial Services

15 W Kellogg Blvd, 700 City Hall

Saint Paul, MN 55102

M: (651) 266-8858 Option 1

www.StPaul.gov/assessments



SAINT PAUL
MINNESOTA

Jillian Barden October 11, 2024 at 15:54

Internal note

Rental Property at 652 Iglehart - Hauler: Republic

Invoice date 10/5 (October - December) *659 Iglehart*

- Previous balance: 246.88
- Adjustments: -493.76
- Current Charge: 246.88
- Total Due: 0.00

Invoice date 10/5 (October - December) *652 Iglehart*

- Past Due: 246.88
- Adjustments: 37.02
- Current Charge: 246.88
- Total Due: 530.78

Includes 3 late charges, payment due date (October 25), amount due (246.88)

Notice of Non Payment 10/5, original due date of July 31 - *652 Iglehart*

- Amount due: \$283.90

PO made 2 payments on *659 Iglehart* instead of 1 payment on each property. He is now refusing to pay because he did send payment, but had overlooked the fact he didn't toggle between the two addresses while making the payment. He is also disputing late fees.

I believe PO is caught up in the Republic billing errors, and he will receive a new bill in a few days, but cannot confirm. I would email hauler, but this is out of my jurisdiction until January

PO has Q3 2024 assessment for 652 Iglehart, \$283.90 which is on the Delinquent Accounts List (not yet sent to

Assessments).

Lydia Kopf October 13, 2024 at 15:00

Daniel,

I have received information regarding the billing questions at your property 652 Iglehart Ave. I have reached out to your hauler, Republic Services, to investigate the issue.

Thank you for your patience,

Lydia

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

Lydia Kopf October 23, 2024 at 13:54

Internal note

10/14 Notes from Republic to Direct Email:
Q3 2024:

- *Billing: \$246.88 + \$37.02 (late fees) = \$283.90*
- *Payment: \$0.00*

[Jillian Barden](#) Can you please respond to PO if follow-up is needed? Thank you!

Jillian Barden October 25, 2024 at 14:07

Hi Dan

I handle all the garbage assessments for Saint Paul. Tanya sent me an email on October 11, explaining the issues you have with Republic Services. I have reached out to the to confirm the double payments at 659 Iglehart on three occasions and still have not heard back from them. I have also asked them to waive the late fees. As soon as I hear back about the late fees, and confirmation about the dual payments, I will let you know.

As for being told you are current at both addresses, that technically is correct (assuming you made a payment at 652 Iglehart during October). In the City of Saint Paul, garbage service is paid in advance on a quarterly basis. When bills are unpaid by the end of the billing cycle (three months), they are transferred to the City, who then pays the bill. This zeros out the account with the hauler and a pending assessment for delinquent garbage is placed on the property for the unpaid amount.

Let me know if this helps clarify information, and I will reach out again when I hear from Republic Services

Jillian

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

Jillian Barden October 29, 2024 at 08:55

Internal note

Outbound call to +1 (651) 248-8998

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (651) 248-8998

Time of call: 2024-10-29 13:54:55 UTC

Called by: Jillian Barden

Length of phone call: 38 seconds

Jillian Barden October 29, 2024 at 08:56

Internal note

VM box not set up for the 9889 tele number. Unable to leave message

Jillian Barden October 29, 2024 at 08:58

Internal note

Outbound call to +1 (612) 799-2242

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (612) 799-2242

Time of call: 2024-10-29 13:56:12 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 48 seconds

Jillian Barden October 29, 2024 at 09:03

Hi Dan

I just gave you a quick call and left a VM, but I thought I would send you a short email as well.

Republic Services just responded stating they will remove the late fees from the assessment. I have processed the necessary documentation to have the assessment reduced on the Saint Paul Assessment portal. It typically takes a few days to have the adjustment reflect online. The late fees were a total of \$37.05, so once everything is updated, your new assessment amount will be \$246.88.

Again, I am sorry this has been such a frustrating situation. One thing to note is the city of Saint Paul will be handling all garbage billing in April 2025, and things will run a lot smoother once we take over.

Let me know if you have any other questions or concerns.

Jillian

Dan Walsh October 29, 2024 at 19:01

Hello,

I got your message that they "waived" the late fees as they should have as there was never a late payment, just two payments under 1 address. That was again identified on August 16th once the first letter was sent out. The money was always in Republics accounts as of July 23rd 2024.

So I am confused as to this "The late fees were a total of \$37.05, so once everything is updated, **your new assessment amount will be \$246.88.**"

The money for Q3(paid on July 23rd 2024, and now Q4(withdrawn from my bank pic below) have all been paid. So there should be no assessment?

Thanks

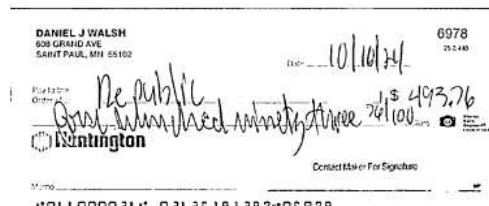
Post Date ?
Tue, Oct 22, 2024

Account Ending In
* 1287

Type ?
Check 6978

On Your Statement As
SUBSTITUTE CHECK

Custom Tag
None



Jillian Barden November 1, 2024 at 08:55

Hi Dan

I was able to verify more information with Republic. They did receive your check and cashed it. Half of the check was used for the Quarter 4 bill at 652 Iglehart, and the other half went towards 659 Iglehart, prepaying the Quarter 1 2025 billing, since you already had a credit on that account.

I understand that was probably not your intention, but the City already paid your Quarter 3 2024 balance off with Republic Services on October 1, which reset your account with Republic Services (placing it to a \$0 balance). On October 5, your accounts had standard quarterly charges applied to it. It is done this way in Saint Paul to prevent an interruption of trash service due to non payment.

The Balance is still due to the City for 652 Iglehart. I also recommend only paying for 652 Iglehart on January, since you prepaid for 659 Iglehart.

In April, our contract ends with Republic services, and we will take over all of the billing from that point forward. We know that shifting the billing to the City will simplify things.

There are two ways to pay your garbage assessment:

- Pay online using the Assessment Payment Portal at stpaul.gov/assessments. You can use a check, debit, or credit card.
- Mail a check (written out to CITY OF ST PAUL - ASSESSMENTS) and send it to:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Please let us know if you have any other questions.

Jillian

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

Dan Walsh November 2, 2024 at 07:53

Hello,

I made the city and Republic aware on August 16th 2024 a double payment to one address was made and provided documentation. Why did the city pay it? There was plenty of time to contact Republic to move the money to the other account. The city should get a check from Republic not me pay the city.

I would like a hearing on this as I have to be inconvenienced AFTER showing clearly where the money was.

St Paul is not innocent on this matter you were made aware of this and yet nothing happened. What is the appeal process as St Paul crested the program St Paul can get reimbursed by Republic.

Thanks

Jillian Barden November 5, 2024 at 15:51

Hi Dan

We did receive the email on August 16, but as we stated in earlier correspondence, we do not have access to Republic's billing system. Because you did not successfully resolve the billing issue with Republic Services prior

to the quarter's end, your address was assessed along with all delinquent accounts at the end of the Quarter 3 2024. The delinquent account list only has addresses, names, and amount due. There are no notes included, and even if there were notes, the notes on 652 Iglehart would have been limited since the double payment happened on 659 Iglehart.

I have reached out to ask for the funds from 659 Iglehart to be transferred over from Republic Services to cover the Quarter 3 assessment for 652 Iglehart. I have not received confirmation yet, but as soon as I hear back, I will let you know. Doing this will remove your prepayment for the Quarter 1 2025 billing at 659 Iglehart, and you will owe for both addresses in January. This means the information in my previous email will no longer be correct.

We will be in touch

Jillian

Jillian Barden November 7, 2024 at 11:34

Hi Dan

I have received confirmation that Republic moved the funds over, and that we can clear the assessment on our side. I have submitted all the information to the central assessment office to have it removed. It will take a few days for it to be reflected online.

Let me know if you have any other questions

Jillian

Jillian Barden November 7, 2024 at 11:44

Internal note

Added amount to Del List

Dan Walsh November 8, 2024 at 06:23

Hello,

On "Because "you" did not successfully resolve the billing issue with Republic Services prior to the quarter's end, your address was assessed along with all delinquent accounts at the end of the Quarter 3 2024"

Let me remind "you" what else followed the disclosure email on August 16th to St Paul and Republic, a response stating "accounts are up to date" So now the taxpayer not only has to remediate a government process they have to continue to track and provide oversight? As stated in this threat, how should someone take that response?

St Paul created this system St Paul needs to own the system. I find it significantly offensive that "you", the city, throws it right back into the face of the taxpayer. This is why I want to appeal and maybe eventually litigate(dysfunctional government change usually starts with a plaintiff).

I will also remind "you" that the report which was the genesis of this program, created by Mac Groveland District Council, stated the top two things that the constituents wanted was, better service and lower cost. Please let me know if you want me to send it to you so you can become familiar with the misrepresentation that was perpetrated on the taxpayer of St Paul.

At least Anoka was smart enough on Tuesday to say NO and at least some common sense has crept into St Paul based upon the overwhelming rebuttal of pre-k child care, which also would be on the taxpayer dime.

Let me know what you find out as for 20 years never thought about trash but now it is front of center.

Thanks

Jillian Barden November 13, 2024 at 10:13

Hi Dan

I will schedule you for a legislative hearing on January 2, 2024 at 10:00 am. I will present the case and you will have a moment to discuss your issues with the hearing officer.

You can attend in person or over the phone, the choice is yours. Please respond to this email to let me know if we should call you or expect you in person downtown.

Jillian

Dan Walsh November 13, 2024 at 10:51

Hello,

I will attend in person January 2, 2024 at 10:00 am

Thanks

Jillian Barden November 13, 2024 at 11:08

Hi Dan

Sounds good, I will notate that in the record

Jillian

Jillian Barden December 23, 2024 at 10:57

Internal note

invertedly
