#782304 75 Maryland Ave E - Q2 2024 Assessment Inquiry

Submitted	Received via	Requester
October 16, 2024 at 15:57	Mail	Jen McDonough

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude
-93.09755,44.97753

Location
75 Maryland Ave E, Saint Paul, Minnesota, 55117

Other Telephone
6123065560

Property ID Number
192922340028

Billing period for Delinquent Garbage Bill Assessment
Quarter 2 (April - June)

Billing year for Delinquent Garbage Bill Assessment
2024

Total amount due for Delinquent Garbage Bill Assessment
388.29

Assessment No.
240115

Time of LH
3:00 pm

Stated Reason for Appeal (if given)
WM has been triple billing a SFH that has only 1 - 64 gallon cart.

Date of LH (MM/DD/YYYY)
10/22/2024

Other Name
Jen McDonough

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

Garbage Hauler
Waste Management

Have you contacted your hauler about this garbage bill before?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)
(April 1 - June 30)

Staff Comments
In Quarter 3 2022, Waste Management was made aware of the triple billing happening at this property and at that time WM requested the Q3 2022 assessment to be reduced to $96.95 (the amount for 1 -64 gallon cart in 2022). However, WM did not remedy the mistake in their system, resulting in the property being continually assessed each quarter for 3 - 64 galloon carts. Staff recommends removing Q2 2024 assessment.

Date of CP (MM/DD/YYYY)
11/06/2024

Legislative Hearing Required
Yes

Do you need an interpreter?
No

Project Number
CG2403A1

Service Level
64 gallons (weekly)

Consortium October 16, 2024 at 15:57

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

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com> **Sent:** Saturday, October 12, 2024 4:03 PM **To:** 'Greg Revering' <grevering.sph@gmail.com> **Subject:** Parcel #192922340028 Quagga LLC

192922340028 75 MARYLAND AVE E Quagga Llc You have 3 active accounts on a single family home. Why? Has PO been paying one or all of the three accounts on a regular basis? How many carts are at this address? Please send photos showing verification of how many carts are at the property? Why did you combine the three accounts in the Q2 2024 delinquent list, but not on the Q3 2024 list? (I HAVE NO IDEA)

Yes, we have 3 accounts for the address of 75 Maryland Ave E and none of them are in the name of Quagga LLC

The service and mailing address for all 3 is the 75 Maryland Ave E address - attention Quagga LLC

500-482368 was set up as of 10.17.21 under the name of Jen McDonough – who is the contact for Quagga LLC. At no time since set up has anyone called questioning the billing.

500-482750 was set up as of 10.17.21 under the name of Jen McDonough – who is the contact for Quagga LLC - so she set up both of these accounts - this address might be a SF but she could have been treating it as a duplex. Same here at no time since this account was set up has anyone called to question the billing.

500-483252 was set up as of 11.7.21 under the name of Bill Harrison - Jen McDonough is listed as the contact. I do see a note on the account from 11.02.21 that the Landlord is Bill Harrison and the tenant is Filipe Martin.

I show some missed service complaints on this account - but nothing about billing incorrect.

I don't see that we ever delivered any containers to those accounts - so they all could be sharing a 64 gal trash cart that the previous owner had.

Not a single payment has been made on any of the three accounts except for the one in Bill Harrison's name – we received a payment of 112.57 to cover the 3rd Qtr 2024 invoice.

And again I don' have all day to break all the invoices down for you.

This is the number for Jen McDonough that I have 612-306-5560 – you might want to give her a call to figure this mess out

Then let WM know how to proceed.

Thanks

Mary Patch

Sales Coordinator

Public Sector

mpatch@wm.com

1901 Ames Dr

Burnsville, MN 55306

Access WM 24/7 with MyWM

Jillian Barden October 17, 2024 at 13:09 Internal note

from Sept/Oct 2022 communication (prior assessment ticket) "Hauler requested that the assessment be reduced due to the fact that there are three accounts set up for the property. Therefore, the property is getting triple billed."

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