

Transcription

Hi, my name is Megan for sure. I live at 597 hazel street north and I was transferred over here by patty from the assessment office. I have concerns about a delinquent garbage bill. And she sort of validated some of my concerns. I spent the morning talking already to the trash fuller republic Services and they has not been able to help me. So if you could give me a callback, my number is 612-695-1060. And I'd really appreciate it. Thank you.

Emily Torralba March 23, 2023 at 13:39

Internal note

Outbound call to +1 (612) 695-1060

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 695-1060

Time of call: 2023-03-23 18:30:19 UTC

Called by: Emily Torralba

Length of phone call: 9 minutes, 28 seconds

Emily Torralba March 23, 2023 at 13:58

Internal note

Forwarded to Clare:

PO states that their garbage bill quarterly is around \$106 and she spoke to Patty from the assessment office. PO does not understand why their assessment is \$202.82. PO states that she has been trying to pay her bill for sometime and that she has spoken to the hauler and states they have no way of taking a payment for the recent bill. PO states she would like some help with the assessment and her bill.

Clare Pillsbury March 24, 2023 at 13:56

Internal note

Outbound call to +1 (612) 695-1060

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 695-1060

Time of call: 2023-03-24 18:53:45 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 36 seconds

Clare Pillsbury March 24, 2023 at 14:08

Internal note

Staff called property owner and left a voicemail informing them of their recommendation. Hauler records show that the charges for services from 8/3/2022 - 9/30/2022 were added to the Quarter 4 2022 invoice. This was due to the fact the the property owner called in August to set up service for the property. However, since haulers are unable to collect for services provided during a prior service period, staff recommends reducing the assessment to \$106.08, which is the base cost for a 96-gal cart.

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