

#1025343 ASSESSMENT 1226 Berkeley Ave - Q4 Assessment Inquiry

Submitted	Received via	Requester
March 18, 2025 at 09:09	Phone call (inbound)	George Henry <dageorgio@yahoo.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Recycling	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.15205,44.93304	1226 Berkeley Ave, Saint Paul, Minnesota, 55105	15072711642	102823120196

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 4 (October - December)	2024

Total amount due for Delinquent Garbage Bill Assessment	Other Name
129.44	George

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

Have you contacted your hauler about this garbage bill before?	Do you need an interpreter?	Service Level
Yes	No	64 gallons (weekly)

Shelly Jerue March 18, 2025 at 09:09

Internal note

Call from: +1 (507) 271-1642
Call to: +1 (651) 413-6624
Time of call: March 18, 2025 at 2:08:42 PM UTC
Answered by: Shelly Jerue

Shelly Jerue March 18, 2025 at 09:16

Internal note

Consultation call
Initiated by: Shelly Jerue
Received by: Sewer Division

Sewer Division March 18, 2025 at 09:16

Internal note

Call transferred.
From: Shelly Jerue
To: Sewer Division

Sewer Division March 18, 2025 at 09:17

Internal note

Inbound call from +1 (507) 271-1642

Call Details

Call from: +1 (507) 271-1642

Call to: +1 (651) 413-6624

Time of call: 2025-03-18 14:08:42 UTC

Location: Rochester, Minnesota, United States

Answered by: Sewer Division

Length of phone call: 9 minutes, 6 seconds

Shelly Jerue March 18, 2025 at 09:20

Internal note

property owner paid WM and up through the 4th quarter they are wanting to know if they need to pay again.

Jillian Barden March 18, 2025 at 11:53

Internal note

Please call PO back and tell them they still need to pay hauler for Quarter 1 (bill was originally due Jan 35, there are late fees). Also let them know to do it now because it will turn into a tax assessment April 1

Shelly Jerue March 19, 2025 at 09:10

Internal note

Outbound call to +1 (507) 271-1642

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (507) 271-1642

Time of call: 2025-03-19 14:08:33 UTC

Called by: Shelly Jerue

Length of phone call: 1 minute, 54 seconds

Jillian Barden March 24, 2025 at 12:26

Internal note

Outbound call to +1 (507) 271-1642

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (507) 271-1642

Time of call: 2025-03-24 17:19:41 UTC

Called by: Jillian Barden

Length of phone call: 7 minutes, 9 seconds

Jillian Barden March 24, 2025 at 12:27

Dear George,

Thank you for contacting the city regarding your pending assessment for 1226 Berkeley Ave, Saint Paul, Minnesota, 55105. You stated that you have already made the payment to the hauler and would like to have the assessment removed.

Please reply to this email with proof of payment for your garbage bill for Quarter 4 (October - December) 2024. You can submit a bank statement, receipt, or account ledger with your hauler. Make sure that the date, amount, and Waste Management are all visible in the image. You can send a picture, screenshot, or file and attach it to your email reply.

Account and credit card information should be removed or blacked out on statement before submitting.

Jillian

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

Jillian Barden March 24, 2025 at 12:28

Internal note

PO is not sure what size cart he has, and that he made a payment in Sept. Had to explain billing. PO also states he made a payment ins Dec and is sending proof

George Henry March 24, 2025 at 12:54

Hello Jillian,

Thanks for reaching out and calling me today. I attached two items. The screenshot of the 4th quarter payment (it was made on October 17th not September 17th) and the 4th quarter invoice.

St Paul
File: CG2502A1
Assessment: 250113

Please let me know if you need anything else from me.

Thank you,
George

Jillian Barden March 24, 2025 at 16:46

Hi George

I received your email and will reach out to Waste Management for clarification.

I will reach out again as soon as I hear back from them

Jillian

Jillian Barden March 28, 2025 at 09:15

Hi George

Do you have a copy of the bank statement or check that was mailed in? WM needs more information to research where the payment went. The payment needs to have posted to your bank account in October, November, or December 2024. Any payments made after that are applied to the current bill and previous payments would have been applied to previous billing.

Please reply to this email with proof of payment for your garbage bill for Quarter 4 (October - December) 2024. You can submit a bank statement, receipt, or account ledger with your hauler. Make sure that the date, amount, and Waste Management are all visible in the image. You can send a picture, screenshot, or file and attach it to your email reply.

Account and credit card information should be removed or blacked out on statement before submitting.

Jillian

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

George Henry March 31, 2025 at 10:12

Hello Jillian,

Attached is my OCT 2024 bank statement. I have two accounts (1226 Berkeley and 417 Goodhue). The payment of 163.51 was a payment for both Goodhue (75.21) and Berkeley (88.30). Total is 163.51. I accidentally made a duplicate of the Goodhue payment (75.21) but WM just pushed that duplicate forward to the 1st quarter of 2025.

Please let me know if you need anything else.

Thank you,
George

Jillian Barden April 4, 2025 at 10:32

Hi George

I am writing to let you know I am still waiting to hear back from WM. As soon as I do, I'll keep you posted

Jillian

Jillian Barden April 9, 2025 at 16:20

Internal note

CG2502A1 Delinquent Garbage Bill October to December 2024 1/16/2025 1 \$129.44

Jillian Barden April 14, 2025 at 17:19

Hi George

It looks like Waste Management had two accounts set up for this address, and set over an assessment charge for the second account. I recommend taking this to a legislative hearing and disputing it. The hearing is this Thursday at 9am. It is your right to attend, but I believe I have what I need to make a strong case as to why we should ask to have this assessment removed.

If you would like to attend, you can do so in person or by phone. It is entirely up to you.

Let me know what you would like to do and I will move forward with the hearing

Jillian