# #805632 1709 Scheffer Ave - Q3 2024 Assessment Inquiry

| Submitted | Received via | Requester |
|---|---|---|
| November 1, 2024 at 08:09 | Phone call (inbound) | Andrew S Busteed |

| Status category | Ticket status | Type | Priority | Group | Assignee |
|---|---|---|---|---|---|
| Closed | Solved | Question | Normal | PW - Garbage | Jillian Barden |

**Latitude/Longitude**
-93.17257,44.92173

**Location**
1709 Scheffer Ave, Saint Paul, Minnesota, 55116

**Other Telephone**
16516905138

**Property ID Number**
092823430051

**Billing period for Delinquent Garbage Bill Assessment**
Quarter 3 (July - September)

**Billing year for Delinquent Garbage Bill Assessment**
2024

**Total amount due for Delinquent Garbage Bill Assessment**
6.12

**Stated Reason for Appeal (if given)**
PO was told there was processing issues for a couple day and he was one of the ones affected

**Other Name**
Andrew

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

**Garbage Hauler**
Aspen Waste Systems

**Have you contacted your hauler about this garbage bill before?**
No

**Do you need an interpreter?**
No

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**Gaby Cimadevilla** November 1, 2024 at 08:09 — Internal note

Call from: +1 (651) 690-5138
Call to: +1 (651) 413-6624
Time of call: November 1, 2024 at 1:09:23 PM UTC
Answered by: Gaby Cimadevilla

**Gaby Cimadevilla** November 1, 2024 at 08:27 — Internal note

Consultation call
Initiated by: Gaby Cimadevilla
Received by: Jillian Barden

**Jillian Barden** November 1, 2024 at 08:27 — Internal note

Call transferred.
From: Gaby Cimadevilla
To: Jillian Barden

**Jillian Barden** November 1, 2024 at 08:33 — Internal note

Inbound call from +1 (651) 690-5138

Call Details
Call from: +1 (651) 690-5138
Call to: +1 (651) 413-6624
Time of call: 2024-11-01 13:09:23 UTC
Location: Twin cities amf, Minnesota, United States

Answered by: Jillian Barden
Length of phone call: 23 minutes, 50 seconds

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**Jillian Barden** November 1, 2024 at 08:33 Internal note

PO was told there was processing issues for a couple day and he was one of the ones affected

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**Jillian Barden** November 1, 2024 at 16:26 Internal note

Outbound call to +1 (651) 690-5138

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 690-5138
Time of call: 2024-11-01 21:25:34 UTC
Called by: Jillian Barden
Length of phone call: 55 seconds

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**Jillian Barden** November 1, 2024 at 16:28 Internal note

Mailbox full and could not leave a message. Will try again next week.

Basically PO receives late fee every quarter but because it is less than $5, Aspen does not send it in for assessment. However, this last quarter he ended up with 2 late payments.

He called aspen and talk to 3 people, and was rude to all three of them. He was not rude to me, but said he expects to have this taken care of and doesn't want to know the resolution to my inquiry.

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**Jillian Barden** November 4, 2024 at 10:27 Internal note

Outbound call to +1 (651) 690-5138

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 690-5138
Time of call: 2024-11-04 16:25:40 UTC
Called by: Jillian Barden
Length of phone call: 2 minutes, 18 seconds

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**Jillian Barden** November 4, 2024 at 10:28 Internal note

Left VM stating the $6.12 assessment is valid

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Support Software by **Zendesk**