#1203470 560 White Bear Ave N - Q1 2025 Assessment Inquiry

Submitted	Received via	Requester
June 23, 2025 at 10:56	Voicemail	Dan Zimmer <zimmerdjz852@msn.com>

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

Latitude/Longitude	Location	Other Telephone
-93.02502,44.95825	560 White Bear Ave N, Saint Paul, Minnesota, 55106	16512533032

Ticket Referred From	Property Type	Property ID Number
Direct/Personal Line	SUD	352922230033

Billing period for Delinquent Garbage Bill Assessment

Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment

2025

Total amount due for Delinquent Garbage Bill Assessment	Time of LH
44.27	9:00

Stated Reason for Appeal (if given)

PO sent in a check for $40 in Late Jan and has service hold from Feb 3 - April 30.

Date of LH (MM/DD/YYYY)	Other Name
07/24/2025	Dan Zimmer

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

No

Garbage Hauler	Have you contacted your hauler about this garbage bill before?
Republic Services	No

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

January 1 - March 31

Staff Comments

We submitted a temporary service hold to Republic Services on January 30, 2025 to pause garbage service from February 3 to April 30, 2025. Republic did not acknowledge receiving the hold and charged the PO for service for the whole quarter and assessed the PO for 44.27 (after the $40 payment in Jan was applied). When an assessment inquiry was submitted to Republic asking for more information about the service hold, they said we could remove the assessment if Public Works have a copy of the email sent to Republic Services, which we do have. Staff recommends removing assessment.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
08/13/2025	Yes	No

Service Level	Please select the reason you are contacting the solid waste team
64 gallons (weekly)	Billing or Assessments

Billing Quarter	Billing Year
Quarter 1 (January 1 – March 31), Quarter 2 (April 1 – June 30)	2024

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Received a Legislative Hearing Notice	3309	34

Dan Zimmer June 23, 2025 at 10:56

Internal note

Voicemail from +1 (651) 253-3032

Call Details
Call from: +1 (651) 253-3032
Call to: +1 (651) 413-6624
Time of call: 2025-06-23 15:55:34 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 47 seconds

Transcription
To Yes, uh, my address is 56 all wiper avenue name, daniel j zimmer. And uh, I've got a problem with the billing from back in January For not period notice of non payment of a time period when I had applied for temporary service. So anyway, please call me at 651-253-3032. Thank you.

Sophia Yang June 23, 2025 at 17:25 Internal note

Outbound call to +1 (651) 253-3032

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (651) 253-3032
Time of call: 2025-06-23 22:24:42 UTC
Called by: Sophia Yang
Length of phone call: 1 minute, 10 seconds

Sophia Yang June 23, 2025 at 17:27 Internal note

Jill - PO received notice about delinquent bill, but had the property service on hold.

Jillian Barden June 24, 2025 at 15:20 Internal note

Outbound call to +1 (651) 253-3032

Call Details
Call from: +1 (651) 372-8578
Call to: +1 (651) 253-3032
Time of call: 2025-06-24 20:05:49 UTC
Called by: Jillian Barden
Length of phone call: 14 minutes, 22 seconds

Jillian Barden June 24, 2025 at 15:21 Internal note

Feb 2nd start date for hold

Paid $40 in cleared bank on Feb 11. #1019

credit confirmation of $2.11
Delinquent Garbage Bill January to March 2025 4/11/2025 1 $44.27

Jillian Barden July 3, 2025 at 11:16 Internal note

Outbound call to +1 (651) 253-3032

Call Details
Call from: +1 (651) 372-8578
Call to: +1 (651) 253-3032
Time of call: 2025-07-03 16:11:19 UTC
Called by: Jillian Barden
Length of phone call: 5 minutes, 27 seconds

Jillian Barden July 18, 2025 at 09:47 Internal note

Outbound call to +1 (651) 253-3032

Call Details
Call from: +1 (651) 372-8578
Call to: +1 (651) 253-3032
Time of call: 2025-07-18 14:45:43 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 56 seconds

Jillian Barden July 18, 2025 at 09:59 Internal note

Let PO know Republic said we could remove the assessment because we did mail the service hold to them.

Said if he wants to attend hearing, to please call and let me know otherwise I will present the case at the hearing next week

---

Support Software by **Zendesk**