

#246063 1128 4th St E - Q3 2023 Assessment Inquiry (Aspen) - LH REMOVE

Submitted October 29, 2023 at 22:00
Received via Web Form
Requester Pheng Xiong <penniexiong18@gmail.com>

CCs

Lydia Campbell <lydia.campbell@ci.stpaul.mn.us>, Susan Anderson <susan.anderson@ci.stpaul.mn.us>

Status category Pending
Ticket status Pending - Future Event
Priority Normal
Group PW - Garbage
Assignee Lydia Campbell

Assessment No. 230115
Property ID Number 332922130116
Do you need an interpreter? No
Latitude/Longitude -93.05329,44.95839

Location 1128 4th St E, St. Paul, Minnesota, 55106
Other Name Pheng Xiong
Garbage Hauler Waste Management
Rescheduled LH Date: 01/18/2024

Have you contacted your hauler about this garbage bill before?

No

Staff Comments

PO stated that they already paid the bill and provided proof with a bank statement. The hauler, Aspen, then confirmed that this bill was sent to the City in error.

Billing year for Delinquent Garbage Bill Assessment 2023
Date of CP (MM/DD/YYYY) 03/13/2024

Total amount due for Delinquent Garbage Bill Assessment 20.66
Legislative Hearing Required Yes

Other Telephone 6512072720
Date of LH (MM/DD/YYYY) 01/11/2024
Other Email penniexiong18@gmail.com

Stated Reason for Appeal (if given)

PO states that they already paid their bill and provided proof of the payment.

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

No

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

July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment Quarter 4 (October - December)
Time of LH 11:00AM

Pheng Xiong October 29, 2023 at 22:00

I paid my garbage bill the day I received the invoice for quarter 4 but there was an amount transferred to city that was \$20.66, I was not late on any payment other than overflow charges. I'm unsure as to why I have to pay that \$20.66 when I was never late on any payment.

Lydia Campbell October 30, 2023 at 15:19

Internal note

[Susan Anderson](#) New assessment inquiry submitted. Can you please handle this one? Thanks!

Susan Anderson October 31, 2023 at 10:38

Internal note

Lydia,

Are you able to assign these to me in Zendesk now? Just curious as sometimes it's hard for me to keep track of all of them in my emails.

Sue



Susan Anderson
Office Assistant III
Saint Paul Public Works
Pronouns: she/her/hers
Saint Paul City Hall Annex
25 W. 4th Street, 800
Saint Paul, MN 55102
P: 651-266-5692
susan.anderson@ci.stpaul.mn.us
www.StPaul.gov

Susan Anderson October 31, 2023 at 15:11

Dear Pheng,

Thank you for contacting the City of Saint Paul about your Quarter 4 (October - December) 2023 garbage bill with Aspen Waste Systems. The charge of \$20.66 is not for Q4, however, but for Q3 (July - September). You may have paid your bill late, after September 30th, and those are the three late charges (one per month), which were probably added after you paid your bill.

As a result, Aspen Waste Systems sent your Quarter 3 (July - September) late fees to the City which the City paid on your behalf (that is why your payment history with Aspen Waste Systems shows a zero balance). Therefore, you currently owe the City \$20.66.

If you made the payment of \$20.66 to Aspen Waste Systems, you will be issued a credit in that same amount on your next bill. You may call your hauler to determine if a credit will be issued. You can find your hauler's contact information on the bill or by searching at stpaul.gov/collectionmap

If you paid the hauler your Q3 bill within the service period (by September 30th) and believe the late fees were applied in error, please provide verification of payment and we can research removing the assessment. If you would like to contest the assessment for any reason, you can request a legislative hearing. To do that you, you can reply to this email stating you'd like to appeal.

If you'd like to pay the assessment, listed on your letter from the City, there is a website (stpaul.gov/assessments) where you may pay online. If you prefer to send a check, there is also an address listed where you may send your payment:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Please let us know if there is anything else our team can do for you.

Susan Anderson
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Pheng Xiong October 31, 2023 at 16:20

Susan -

Thank you so much for getting back to me. I believed the late fees may have been applied in error. The invoice was dated to 07/05/2023 and I received it on 07/07/2023, I made a payment as soon as 07/11/2023 according to the invoice the due date is 07/25/2023 which I made a payment 2 weeks earlier. I have provided the statement and my bank transaction, please review attached documents.

Best Regards,

Pennie Xiong

Lydia Campbell November 1, 2023 at 14:01

Internal note

[Susan Anderson](#) --- Can you please read response from PO and investigate? Also, please update user profile with name, number, and org. Thanks!

Susan Anderson November 1, 2023 at 16:31

Dear Pennie,

Thank you for sending your Aspen bill and receipt for Q3 2023. I will have to do some further investigation on why the \$20.66 was transferred to the City for that quarter. I will check with my supervisor on your case, as she may be better able to shed some light on your issue. I will get back to you before the end of the week.

Thank you for your patience,

Sue

Susan Anderson
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Pheng Xiong November 6, 2023 at 16:05

Happy Monday Susan -

I just want to follow up and see how this is going.

Best Regards,

Pennie Xiong

Susan Anderson November 6, 2023 at 16:27

Internal note

Lydia, I believe this assessment is in error as the PO provided her Q3 2023 bill and her receipt, which was paid in full on 07/11, well before the due date. Can you please forward these documents to the hauler to inquire why she had late fees added onto her Q3 bill when she paid on time? Thank you!

Susan Anderson November 6, 2023 at 16:31

Dear Pennie,

Thank you for your follow-up email regarding your assessment for Q3 2023 of \$20.66. We are sending your documents to the hauler, Aspen Waste Services, and are waiting for their response. I mentioned to my supervisor that I thought your late fees for that quarter were assessed in error. I will get back to you once we hear back from the hauler.

Thank you for your patience!

Susan

City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Susan Anderson
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Susan Anderson November 6, 2023 at 16:32

Internal note

Lydia, please see note for you above from me.

Lydia Campbell November 8, 2023 at 13:58

Penniie,

I got in touch with Aspen about your overdue garbage bill assessment for Quarter 3 (Jul-Sep) of 2023. They confirmed that it was a mistake, so I will recommend that the assessment be removed.

The pending assessment for Jul-Sep 2023 will go to a legislative hearing on January 11, 2024. At the hearing, I will recommend a removal of the full amount and expect that it will be approved. If the hearing officer approves the removal, she will then make the same recommendation to City Council to have it removed.

You are welcome to attend the hearing in-person or by phone, but you do not need to. If you would like to attend, please let me know.

In the meantime, there is no need to pay the assessment. Let me know if you have any questions.

Thank you,

Lydia

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

Pheng Xiong November 8, 2023 at 14:08

Lydia-

Thank you so much for the update and for your help, I will not be attending the hearing.

Best Regards,

Penniie Xiong

Support Software by **Zendesk**