# #758764 1894 Mechanic Ave - Q2 2024 Assessment Inquiry

| Submitted | Received via | Requester |
|---|---|---|
| September 30, 2024 at 09:53 | Phone call (inbound) | Chee Gaoly Yang <cgyang4610@live.com> |

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

| Latitude/Longitude | Location | Other Telephone | Property ID Number |
|---|---|---|---|
| -93.02048,44.97287 | 1894 Mechanic Ave | 16122232225 | 262922230014 |

**Billing period for Delinquent Garbage Bill Assessment**
Quarter 2 (April - June)

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

**Total amount due for Delinquent Garbage Bill Assessment**
5.63

**Stated Reason for Appeal (if given)**
PO states they already paid late fee

**Other Name**
CHEE

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

**Garbage Hauler**
Republic Services

**Have you contacted your hauler about this garbage bill before?**
Yes

**Do you need an interpreter?**
No

**Hauler Response Over 24 hours**
Yes

**Date City Staff Sent Message to Hauler**
October 4, 2024

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**Shelly Barnhart** September 30, 2024 at 09:53 — Internal note

Call from: +1 (612) 223-2225
Call to: +1 (651) 413-6624
Time of call: September 30, 2024 at 2:52:29 PM UTC
Answered by: Shelly Barnhart

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**Shelly Barnhart** September 30, 2024 at 09:58 — Internal note

Inbound call from +1 (612) 223-2225

Call Details
Call from: +1 (612) 223-2225
Call to: +1 (651) 413-6624
Time of call: 2024-09-30 14:52:29 UTC
Location: Coon rapids, Minnesota, United States
Answered by: Shelly Barnhart
Length of phone call: 5 minutes, 57 seconds

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**Shelly Barnhart** September 30, 2024 at 10:02 — Internal note

PO SAYS SHE PAID THE LATE FEE LAST TIME DOES NOT UNDERSTAND WHY SHE HAS TO PAY IT AGAIN.

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**Jillian Barden** October 1, 2024 at 13:13 — Internal note

Outbound call to +1 (612) 223-2225

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 223-2225
Time of call: 2024-10-01 18:11:48 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 20 seconds

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**Jillian Barden** October 1, 2024 at 13:16 Internal note

Called PO and left VM

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**Jillian Barden** October 4, 2024 at 10:12 Internal note

Ticket 761409

Hello,
Do we have an address for this? Nothing is coming up under McCollisters Transportation System.

Thanks,

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**Lydia Campbell** October 7, 2024 at 11:49 Internal note

See ticket #768337 for additional call back. PO is still looking for confirmation as to whether her payment was received.

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**Jillian Barden** October 8, 2024 at 13:15 Internal note

Yesterday: Ticket 768716

Hello,

Q2 2024:

- Billing: $112.57 + $5.63 = $118.20
- Payment: $112.57 on 5/3/24
- Size: 60gal
- Contact: Nothing

Thanks,

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**Jillian Barden** October 11, 2024 at 14:42 Internal note

Ticket 770458

We have not received a check for late fees. Payment history is in my email reply. Please let me know if any questions or concerns.

Thanks,

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**Jillian Barden** October 11, 2024 at 14:45 Internal note

Outbound call to +1 (612) 223-2225

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 223-2225
Time of call: 2024-10-11 19:42:37 UTC

Called by: Jillian Barden
Length of phone call: 2 minutes, 22 seconds

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**Jillian Barden** October 11, 2024 at 14:50

Dear Chee,

Thank you for contacting the city regarding your pending assessment for 1894 Mechanic Ave. You stated that you have already made the payment to the hauler and would like to have the assessment removed. Republic Services stated they did *not* receive a check in the mail for $5.63 but they did get the check you mailed them for $112.57, and that was applied to your account on May 3, 2024 (the late fee was added to your account on April 25).

Please reply to this email with proof of payment for your garbage bill for Quarter 2 (April - June) 2024. You can submit a bank statement, receipt, or account ledger with your hauler. Make sure that the date, amount, and Republic Services 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
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City of Saint Paul
Public Works - Solid Waste
651-266-6101

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**Chee Gaoly Yang** October 15, 2024 at 19:24

Hello Julian,

I have attached 2 documents that show I made a payment in May and July 2024 to my garbage hauler. I understand that I made the payment late for the April bill which caused the late charge.

My question is that I made a payment at the City of St Paul's website for the amount of $5.63 on 7/15/2024. I just wanted to know what happened to my payment in July. Please let me know if you are able to find the missing payment. Thank you for your time.

My address is 1894 Mechanic Ave
St Paul MN 55119

Chee G Yang
cell 612 223 2225

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**Jillian Barden** October 16, 2024 at 11:00

Hi Chee

I have received your bank statements and have asked Republic where the $5.63 went. I will let you know when I hear back from them

Jillian

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**Jillian Barden** October 21, 2024 at 08:19

Hi Chee

Do you happen to have an email confirmation of your $5.63 July payment? I am looking for a number that starts with STP. The assessment office can look up the code and see if it was applied to a different address instead.

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