
Lydia Campbell March 17, 2023 at 11:48

Internal note

Resident states that she has a question about an assessment for her garbage bill. There is an assessment listed at her address for Q4 2022 for \$68.21

Lydia Campbell March 17, 2023 at 11:50

Internal note

Outbound call to +1 (651) 699-4945

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 699-4945

Time of call: 2023-03-17 16:48:41 UTC

Called by: Lydia Campbell

Length of phone call: 1 minute, 26 seconds

Lydia Campbell March 17, 2023 at 11:50

Internal note

I left a voicemail asking her to call us back so that we can help her

Lydia Campbell March 17, 2023 at 12:21

Internal note

Says that she had suspended service and should only be charged for October. She says that she probably did not pay Republic in Oct. States that she does not like paying Republic directly, but prefers to wait until it becomes an assessment. She is aware that this results in late fees being applied. Small EOW. I don't see a note in Q4 2022 Hauler update showing service hold. Says that she filed the request for the Temporary Service Hold on 10/27/2022, she spoke to Jasmine at Republic, it is case number 157751213 (or 15775123), so says that she should only have been charged for October (and part of November?). She should also be in a service hold for 2023 Q1.

Lydia Campbell March 17, 2023 at 12:22

Internal note

See ticket [#21005](#) for recording of follow-up call from Miriam with these details.

Clare Pillsbury March 22, 2023 at 10:24

Internal note

Outbound call to +1 (651) 699-4945

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 699-4945

Time of call: 2023-03-22 15:22:20 UTC

Called by: Clare Pillsbury

Length of phone call: 2 minutes, 7 seconds

Clare Pillsbury March 22, 2023 at 10:31

Internal note

Staff called property owner and left a voicemail with their recommendation. Hauler records show that they the property owner did contact them regarding a vacation hold on 10/27/2023 and that it was applied to the account from 11/1/2022 – 5/1/2023. They requested that the assessment be reduced to \$22.71 to reflect both the base level of service (\$19.77) provided from 10/1/2022 - 11/1/2022 and late fees for this service period. Therefore, staff recommends reducing the assessment to \$22.71.

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