

#225174 1716 Hyacinth Ave E - Q3 2023 Assessment Inquiry (WM) - REMOVE LH

Submitted	Received via	Requester
October 13, 2023 at 11:15	Voicemail	Sandra Morelli <sandrab6@comcast.net>

CCs

Susan Anderson <susan.anderson@ci.stpaul.mn.us>

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

Property ID Number	Do you need an interpreter?	Hauler Response Over 24 hours
222922440099	No	Yes

Date Hauler Replied to City's Message	Latitude/Longitude
October 24, 2023	-93.02802,44.98002

Location	Other Name	Garbage Hauler
1716 Hyacinth Ave E, St. Paul, Minnesota, 55106	Sandra B Morelli	Waste Management

Rescheduled LH Date:	Have you contacted your hauler about this garbage bill before?
01/18/2024	Yes

Staff Comments

PO has shown adequate evidence in the form of bank statements showing that this bill was paid in July 2023. Waste Management has not provided sufficient information showing otherwise. City staff acknowledges that PO made payment 7/31/2023 which is past the due date. City staff is still recommending full removal (including late fees) because Waste Management doesn't apply their late fees until the last day of the month as indicated on all residential account billing copies that they have shared.

Billing year for Delinquent Garbage Bill Assessment	Date City Staff Sent Message to Hauler
2023	October 17, 2023

Date of CP (MM/DD/YYYY)	Total amount due for Delinquent Garbage Bill Assessment
03/13/2024	119.89

Legislative Hearing Required	Date of LH (MM/DD/YYYY)	Stated Reason for Appeal (if given)
Yes	01/11/2024	PO states they paid

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	Time of LH
Quarter 3 (July - September)	10:00AM

Sandra Morelli	October 13, 2023 at 11:15
-----------------------	---------------------------

Internal note

Voicemail from +1 (612) 619-0817

Call Details

Call from: +1 (612) 619-0817

Call to: +1 (651) 413-6624

Time of call: 2023-10-13 16:13:10 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 2 minutes, 21 seconds

Transcription

My name is Sandra morelli. My address is 1716 highest avenue East. I keep getting bills about garbage collection for bill amount on 14119891 July 25th of this year. I am showing that it was paid, the transaction that I paid on was 8123. I can not get ahold of customer service. I cannot talk to anybody about this. I'm really frustrated. And I would like a call back at 612-619-0817 who to talk to a real person. So this can be dealt with. Thank you.

Elizabeth Walsh October 13, 2023 at 11:52

Internal note

Outbound call to +1 (612) 619-0817

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 619-0817

Time of call: 2023-10-13 16:46:35 UTC

Called by: Elizabeth Walsh

Length of phone call: 5 minutes, 48 seconds

Elizabeth Walsh October 13, 2023 at 11:54

Internal note

PO says they received a letter, it's the second one they received- it says "Garbage Collection services, periodic notice of non-payment". PO says they have not been able to get in touch with Waste Management. PO says they already paid after they received the late notice in July. They paid the hauler directly, within Q3. PO states they paid Waste Management on 8/1/23 and believes they received the notice of non-payment in error. Please look into this to see if WM received this payment and follow up with the resident.

Lydia Campbell October 26, 2023 at 16:12

Internal note

[Susan Anderson](#) Can you please read the response from WM and investigate? Thanks!

Susan Anderson November 8, 2023 at 15:50

Internal note

Outbound call to +1 (612) 619-0817

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 619-0817

Time of call: 2023-11-08 21:45:30 UTC

Called by: Susan Anderson

Length of phone call: 5 minutes, 14 seconds

Susan Anderson November 8, 2023 at 15:53

Internal note

Lydia, Sandra said she emailed us all of her paperwork, but I don't see it under any tickets with her address. Did she send it to your personal City email? I asked her to resend it to my personal City email to make sure I receive it.

Susan Anderson November 9, 2023 at 09:22

Internal note

Issues with PO's email where she cannot receive or send us emails. PO says she'll mail her documents to us. Staff gave her the address.

Susan Anderson November 9, 2023 at 09:24

Internal note

Lydia, once you've checked your email to see if you have received any emails from Sandra Morelli, please let me know and assign the ticket back to me as the PO is mailing us her docs due to email problems.

Susan Anderson November 9, 2023 at 09:42

Internal note

Outbound call to +1 (612) 619-0817

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (612) 619-0817
Time of call: 2023-11-09 15:40:38 UTC
Called by: Susan Anderson
Length of phone call: 1 minute, 41 seconds

Susan Anderson November 9, 2023 at 09:47

Internal note

PO's emails did finally come through. Staff will attach the paperwork.

Susan Anderson November 9, 2023 at 10:20

Internal note

Lydia, receipt shows PO paid her WM bill for Q3 on 07/31/2023. Can we lift her assessment as she's being charged not only for original bill but also for three late fees, which were added in error.

Lydia Campbell November 13, 2023 at 13:09

Internal note

Outbound call to +1 (612) 619-0817

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (612) 619-0817
Time of call: 2023-11-13 18:53:17 UTC
Called by: Lydia Campbell
Length of phone call: 16 minutes, 10 seconds

Lydia Campbell November 13, 2023 at 13:13

Hi Sandra,

This is Lydia with the City of Saint Paul - Solid Waste. We just spoke on the phone about the assessment at your property 1716 Hyacinth Ave E. I sent Waste Management a message today asking for an update on the situation and reiterating that the information you've already provided should be sufficient evidence for them to acknowledge that this was an error.

If you have time, please call your bank to confirm that the payment for Jul-Sep to Waste Management went through and there was no chargeback/denial.

Thank you for your patience,

Lydia

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

Sandra Morelli November 13, 2023 at 15:30

I sent statements from the bank to Susan since I had her emails. Please let me know if it didn't go through.
Sandy Morelli

Sent from my iPhone

Lydia Campbell November 13, 2023 at 16:34

Internal note

See ticket [#282674](#) for call back

Lydia Campbell November 13, 2023 at 16:40

Internal note

Outbound call to +1 (612) 619-0817

Call Details

Call from: +1 (651) 413-6624
Call to: +1 (612) 619-0817
Time of call: 2023-11-13 22:34:11 UTC
Called by: Lydia Campbell
Length of phone call: 5 minutes, 55 seconds

Lydia Campbell November 13, 2023 at 16:59

Internal note

Spoke to PO with latest update.

Lydia Campbell November 21, 2023 at 10:58

Good Morning Sandra,

Waste Management has been unable to provide me with any reasoning for why the overdue garbage bill assessment for Jul-Sep of 2023 should not be waived. However, they also have not confirmed that it was a mistake. Despite this, I am going to recommend that the assessment be removed because of the proof you have shown that you paid them on time.

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 of \$119.89 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 and I will give you details.

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

Sandra Morelli November 21, 2023 at 12:23

Thanks so much Lydia. I will be out of town, so will not attend.
Thanks so much for staying on this.
Sandy

Sent from my iPhone

Support Software by **Zendesk**