

#335514 1332 Sargent Ave - Q2 2023 Assessment Inquiry (WM) - LH Hearing Reduce

Submitted December 21, 2023 at 05:40
Received via Web Form
Requester Jeff P Nyman <biker1520cc@comcast.net>

Status category Open
Ticket status Re-opened
Priority Normal
Group PW - Garbage
Assignee Lydia Campbell

Property ID Number 032823430199
Do you need an interpreter? No
Hauler Response Over 24 hours Yes

Date Hauler Replied to City's Message January 5, 2024
Latitude/Longitude -93.15647,44.9348

Location 1332 Sargent Ave, St. Paul, Minnesota, 55105
Other Name Jeffrey Nyman
Garbage Hauler Waste Management

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

Billing year for Delinquent Garbage Bill Assessment 2023
Date City Staff Sent Message to Hauler December 28, 2023

Total amount due for Delinquent Garbage Bill Assessment 551.89
Other Telephone 6516960214

Stated Reason for Appeal (if given)

My garbage collection was stopped for a good portion of 2022. When they finally straightened it out, I received a bill for 6 quarters of service. During the majority of 2022 I received no bills or correspondence of any kind. The automated complaint service at waste management said I had no active account. I may owe something but not for a year and a half. I even sent them a payment and they sent it back

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

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

Jeff P Nyman December 21, 2023 at 05:40

In 2022 waste management stopped my garbage collection without my permission and without my knowledge. Their system had no active account for my address. When I realized the missed collections were continuing I tried to find a recent bill but neither WM or St. Paul had sent me any. I paid the amount on an old bill and WM sent it back. During this time I would take my garbage to my work to dispose of it. When I finally got it straightened out, WM sent me a bill for 6 quarters. WM then said that collection couldn't be stopped in St. Paul and I owed them the money. They also said that they would ask St. Paul to audit the account and after that the bills they sent were for current service. I'm not saying I don't owe anything but I think a year and a half is unreasonable. Please consider reducing this amount. The notice says I owe for one quarter. I'd gladly pay that

Lydia Campbell December 21, 2023 at 09:56

Good Morning Jeff,

I'm sorry for the confusion you've had regarding your pending assessment for 1332 Sargent Ave. You're correct that is unreasonable to pay that large of a bill all at once when they were not billing your properly in the first place. Waste Management is not allowed to back-bill that far into the past. We only allow them to bill for a quarter prior. In your case, Jan-Apr as well as the Jul-Aug bill.

Can you please share a copy of your invoice/bill with me?

I will reach out to Waste Management and be in touch within the next 3-5 business days.

Lydia




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

Jeff P Nyman December 27, 2023 at 05:28



INVOICE

Customer ID: 20-81142-63004
Customer Name: JEFFREY P NYMAN
Service Period: 04/01/23-06/30/23
Invoice Date: 04/05/2023
Invoice Number: 9431298-0500-9

How to Contact Us	Your Payment is Due	Your Total Due
<p>Visit wm.com/MyWM</p> <p>Create a My WM profile for easy access to your pickup schedule, service alerts and online tools for billing and more. Have a question? Check our support center or start a chat.</p> <p>  </p> <p>Customer Service: (888) 960-0008</p>	<p>04/25/2023</p> <p><small>If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.</small></p>	<p>\$582.06</p>

Previous Balance	+	Payments	+	Adjustments	+	Current Invoice Charges	=	Total Account Balance Due
106.79		0.00		(106.79)		582.06		582.06

DETAILS OF SERVICE

Details for Service Location: Nyman, Jeffrey P, 1332 Sargent Ave, Saint Paul MN 55105-2721 **Customer ID:** 20-81142-63004

Description	Date	Ticket	Quantity	Amount
Prorated Service - 96 Gallon Toter Effective from 04/01/22 through 03/31/23	04/01/22		1.00	338.04
				0.00
96 Gallon Toter	04/01/23		1.00	84.51
MN STATE SOLID WASTE TAX 9.75%				41.20
COUNTY ENVIRONMENTAL CHARGE				118.31
Total Current Charges				582.06

----- Please detach and send the lower portion with payment ----- (no cash or staples) -----



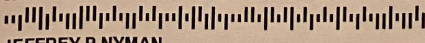
WASTE MANAGEMENT OF MINNESOTA, INC.
 PO BOX 42390
 PHOENIX, AZ 85080
 (888) 960-0008
 HOURS: MON-FRI 7AM-5PM CST

Invoice Date	Invoice Number	Customer ID <small>(Include with your payment)</small>
04/05/2023	9431298-0500-9	20-81142-63004
Payment Terms	Total Due	Amount
Total Due by 04/25/2023	\$582.06	



0500000208114263004094312980000005820600000058206 2

0024674 01 AV 0.471 **AUTO T9 0 7095 S5105-272132 -C01-P24698-11 I0500R92



JEFFREY P NYMAN
 1332 SARGENT AVE
 SAINT PAUL MN 55105-2721



Remit To: **WM CORPORATE SERVICES, INC.**
 AS PAYMENT AGENT
 PO BOX 4647
 CAROL STREAM, IL 60197-4647



0024674-00000001-0033057

500-0401331-0500-3

Here's the invoice I received after my service was restored. I also wanted to mention that when I contacted WM in the beginning, the representative told me they had stopped my service but later when I got this bill they said that

couldn't happen. I believe the \$106.79 in brackets represents the money I spent then that they sent back. But I really don't understand any of this
Sent from my iPhone

Sarah Haas December 28, 2023 at 09:47

Jeff
We do not allow the garbage haulers to bill for more than the current and previous quarters. I have asked them for an updated amount that only includes Jan-June 2023. I will then reduce the assessment to that amount. Stay tuned!

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

Lydia Campbell January 10, 2024 at 10:43

Internal note

Response from hauler: *This is the one where the account was canceled by accident but he never called us back until this past March to say he hadn't been getting serviced. I'll take care of it.*

Lydia Campbell January 10, 2024 at 10:45

Internal note

Property now has a Q4 2023 assessment for \$11.64

Lydia Campbell January 19, 2024 at 13:33

Internal note

No response from hauler. Making recommendation to reduce assessment to include only Q1 & Q2 of 2023: 1 96-gal cart (no late fees because account was canceled by WM without reason and PO was not informed). This will total: \$267.74

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