

#1138472 1076 Cumberland Ave - Quarter 1 (January - March) 2025 Assessment Inquiry

Submitted	Received via	Requester			
May 14, 2025 at 08:40	Voicemail	Jeanette Wilson <jrwil1949@gmail.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property Type	Property ID Number
-93.11728,44.97388	1076 Cumberland Ave	16514892579	SUD	252923210023

Billing period for Delinquent Garbage Bill Assessment

Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment

2025

Total amount due for Delinquent Garbage Bill Assessment	Other Name
72.66	Jeanette

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

No

Garbage Hauler Have you contacted your hauler about this garbage bill before?

Waste Management Yes

Do you need an interpreter? Please select the reason you are contacting the solid waste team

No Billing or Assessments

Billing Quarter	Billing Year	Total time spent (sec)	Time spent last update (sec)
Quarter 2 (April 1 – June 30)	2025	1099	24

Jeanette Wilson May 14, 2025 at 08:40

Internal note

Voicemail from +1 (651) 489-2579

Call Details

Call from: +1 (651) 489-2579

Call to: +1 (651) 413-6624

Time of call: 2025-05-14 13:36:56 UTC

Location: Saint paul, Minnesota, United States

Length of phone call: 3 minutes, 3 seconds

Transcription

I am trying to get a hold of jill. My name is Jeanette wilson. My street address is 1076 cumberland street in Saint paul, 55117. My phone number is 651-489-2579. And it's in regards to a bill that I've been working with. Joe, I hopefully I'll hear from you soon. Thank you.

Michele Jerue May 14, 2025 at 10:50

Dear Jeanette,

Thank you for contacting the city regarding your pending assessment for Minnesota Institute of Professional Studies. You stated that you have already made the payment to the hauler and would like to have the assessment removed.

Please reply to this email with proof of payment for your garbage bill for - . You can submit a bank statement, receipt, or account ledger with your hauler. Make sure that the date, amount, and - 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.

Michele

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

Michele Jerue May 14, 2025 at 10:51

Internal note

Outbound call to +1 (651) 489-2579

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 489-2579

Time of call: 2025-05-14 15:49:33 UTC

Called by: Michele Jerue

Length of phone call: 2 minutes, 5 seconds

Jeanette Wilson May 14, 2025 at 10:56

On Wed, May 14, 2025, 10:50 AM Michele Jerue (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:



Your request (1138472) has been updated. To add additional comments, reply to this email.



Michele Jerue (City of Saint Paul)

May 14, 2025, 10:50 CDT

Dear Jeanette,

Thank you for contacting the city regarding your pending assessment for Minnesota Institute of Professional Studies. You stated that you have already made the payment to the hauler and would like to have the assessment removed.

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Account and credit card information should be removed or blacked out on statement before submitting.

Michele

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

This email is a service from City of Saint

Jillian Barden May 14, 2025 at 11:17

Hi Jeanette

I received your email showing Huntington Bank refunded the check and put a stop payment on the payment sent to Waste Management. Please use the 63.18 to pay for the assessment. I have put in a request to see if WM will remove late fees and will let you know what I hear back from them.

You can pay your garbage assessment online using the Assessment Payment Portal at stpaul.gov/assessments with a check, debit, or credit card, or you can mail a check (written out to CITY OF ST PAUL - ASSESSMENTS) and send it to:

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

Please let me know if you have any additional questions.

Jillian

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

Jeanette Wilson May 14, 2025 at 11:55

Jill, I talked with WM, they told me that thwy sent all of my account information to the city. If there are any extra charges on the amount (\$63.18) it would be up to the city to waive any additional charges because WM showed a zero balance when they changed. They do not handle the St Paul area any longer that is why she told me to have you remove the amount above \$63.18. If you need to call me and I will talk this over with you.

Thank you Jill for helping on this confusing matter.

Jillian Barden May 14, 2025 at 17:27

Dear Jeanette,

In the City of Saint Paul, garbage service was paid in advance on a quarterly basis. When bills went unpaid by the end of the billing cycle (three months), they were transferred to the City. This zeros out the account with WM and a pending assessment for delinquent garbage was placed on the property for the unpaid amount.

Your Quarter 1 (January - March) bill of \$72.66 was left unpaid after the billing cycle ended. As a result, Waste Management sent your delinquent Quarter 1 (January - March) bill to the City, which the City paid on your behalf. Therefore, you currently owe the City \$72.66. We can only remove the assessment if Waste Management received the payment, and they did not receive it, which is why you owe the assessment

Jillian

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

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