

# #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

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

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**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

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**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](mailto: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.

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

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

This email is a service from City of Saint

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**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](http://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

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

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**Jeanette Wilson** May 14, 2025 at 11:55

Jill, I talked with WM, they told me that they 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.

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**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

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

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