

#257277 651 Wells St - Q3 2023 Assessment Inquiry (WM) - LH REMOVE

Submitted October 31, 2023 at 09:48
Received via Voicemail
Requester Patrice Meyers <patricemeyers001@gmail.com>

CCs

Sarah Haas <sarah.haas@ci.stpaul.mn.us>

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

New Assessment Amount: 0
Assessment No. 230115
Property ID Number 292922420151
Do you need an interpreter? No

Hauler Response Over 24 hours Yes
Date Hauler Replied to City's Message November 7, 2023
Latitude/Longitude -93.07291,44.96775

Payment Deducted from: Hauler Payment
Location 651 Wells St, St. Paul, Minnesota, 55106
Other Name Patrice Meyers

Garbage Hauler Waste Management
Rescheduled LH Date: 01/18/2024
Outcome of Assessment Inquiry: Removed

Have you contacted your hauler about this garbage bill before? Yes
Reason for Removal/Reduction: Invoice Calculation Error

Staff Comments

Both the previous owner and new owner were billed for service Jul-Sep. WM confirmed the mistake and asked that the full amount be removed.

Billing year for Delinquent Garbage Bill Assessment 2023
Date City Staff Sent Message to Hauler October 31, 2023

Date of CP (MM/DD/YYYY) 03/13/2024
Total amount due for Delinquent Garbage Bill Assessment 220.76

Legislative Hearing Required Yes
Other Telephone 6513342007
Date of LH (MM/DD/YYYY) 01/11/2024

Other Email patricemeyers001@gmail.com
Stated Reason for Appeal (if given) PO states the bill was paid directly to WM

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

Garbage Invoice Dates (i.e. January 1- March 31)
 July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment
 Quarter 3 (July - September)

Garbage Resolution Notes

Previous and new owner were billed for service. WM requested reversal.

Approved Assessment Reduction: 220.76
Time of LH 11:00AM

Patrice Meyers October 31, 2023 at 09:48
 Voicemail from +1 (651) 334-2007

Internal note

Call Details

Call from: +1 (651) 334-2007

Call to: +1 (651) 413-6624

Time of call: 2023-10-31 14:46:11 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 1 minute, 54 seconds

Transcription

A hi, my name is Patrice myers. I am calling in regards to 651 wealth street in St. Paul, 551. 06. If you can give me a call back at 651-334-2007. I'd greatly appreciate it. Thank you.

Elizabeth Walsh October 31, 2023 at 12:18

Internal note

Outbound call to +1 (651) 334-2007

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (651) 334-2007

Time of call: 2023-10-31 17:13:18 UTC

Called by: Elizabeth Walsh

Length of phone call: 5 minutes, 36 seconds

Elizabeth Walsh October 31, 2023 at 12:23

Internal note

PO said they already paid WM directly for this time period, specifically. The PO says they paid online to WM within the last week. They actually spoke to someone at WM, and the WM CSR said they charged her for last quarter (Q3) AND this quarter (Q4) in one bill. She paid around 400. However, staff explained thae WM usually should turn over the bill to us at the city if not paid by the end of the quarter and then the bill is due to the city. I am unfamiliar with why WM would have had her pay for the past quarter in addition to this quarter all at once. Could you please look into this and respond to the resident?

Lydia Campbell November 8, 2023 at 15:17

Internal note

Response from WM:

The assessment is from the previous owners account, so I will be crediting off the balance of \$220.76 – since the new owner was also billed for Q3 2023. Just reverse the \$220.76 on your end and we will do the same on our end

Lydia Campbell November 8, 2023 at 15:26

Good Afternoon Patrice,

I got in touch with Waste Management about your overdue garbage bill assessment for Jul-Sep of 2023. They confirmed that it was a mistake, so I will recommend that the assessment be removed.

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 \$220.76 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.

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