

#779119 674 Virginia St - Q2 2024 Assessment Inquiry

Submitted **Received via** **Requester**
October 15, 2024 at 11:36 Phone call (inbound) Jordan Grove <jordangrove13@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude **Location** **Other Telephone**
-93.11415,44.96161 674 Virginia St, Floor 1-2, Saint Paul, Minnesota, 55103 17635281501

Property ID Number **Billing period for Delinquent Garbage Bill Assessment**
362923120047 Quarter 2 (April - June)

Billing year for Delinquent Garbage Bill Assessment
2024

Total amount due for Delinquent Garbage Bill Assessment
308.91

Stated Reason for Appeal (if given)

PO states he has been making payments, and that he has a service hold on one unit

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?**

Republic Services No

Do you need an interpreter? **Hauler Response Over 24 hours**

No Yes

Date City Staff Sent Message to Hauler **Service Level**

October 15, 2024 96 gallons (weekly)

Jillian Barden October 15, 2024 at 11:36

Internal note

Call from: +1 (763) 528-1501

Call to: +1 (651) 413-6624

Time of call: October 15, 2024 at 4:35:43 PM UTC

Answered by: Jillian Barden

Jillian Barden October 15, 2024 at 11:53

Internal note

Inbound call from +1 (763) 528-1501

Call Details

Call from: +1 (763) 528-1501

Call to: +1 (651) 413-6624

Time of call: 2024-10-15 16:35:43 UTC

Location: Fridley, Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 17 minutes, 43 seconds

Jillian Barden October 15, 2024 at 11:56

Internal note

PO states he had a service hold from Jan/FEB to July/Aug. Cannot remember dates

WAs unaware billing would continue if service is not being used

States he made payment. I show a payment for Q3 2024 but not Q2 or prior

Jillian Barden October 16, 2024 at 11:39

Internal note

Request #781221 "Assssment" was closed and merged into this request. Last comment in request #781221:

Hi Jill,

This is Jordan Grove. We spoke yesterday about an assessment that was put on the property, because they didn't get payment. I have attached a copy that shows the last 2 invoices and also the payments for them. I'll give you a call later to see if you got them. Also to find out if you got a hold of republic services to verify that I had cancelled 1 of the services for those months.

Thanks

Jordan

The screenshot shows a utility company's account activity page. At the top, there are buttons for "SIGN UP FOR AUTO PAY" and "ADD PAPERLESS BILLING". Below this, the "Account Activity" section is titled "Understanding account activity". It includes tabs for "All Activity", "Payments & Credits", and "Invoice History". The "Invoice History" tab is selected, displaying a table of invoices:

Invoice #	Invoice Due Date	Amount Due
0923-005791663	10/25/2024	\$134.31
0923-005721395	07/25/2024	\$134.31
0923-005635386	04/25/2024	\$254.76

At the bottom of the page, there are sections for "Resources" (Insights & Articles, Sustainability), "Customer Support" (Pay My Bill, See Schedule), "Products & Services" (Residential Services, Business Services), and a "Subscribe" form. The "Subscribe" form includes fields for "Enter email address" and a "Submit" button. There are also social media sharing icons and a "Search" bar at the bottom.

PAY NOW

\$134.31

[View payment settings >](#)

Last Payment Date:

Current invoice Due date:

Balance may not include pending charges.
48 hours for payment processing.

Save time & automatically pay bills.

Save paper & get a receipt.

 [SIGN UP FOR AUTO PAY](#)

 [ADD](#)

Account Activity

[All Activity](#)

[Payments & Credits](#)

[Invoice History](#)

Date ▾

2024-07-25

2024-04-25

Amount

(\$134.31)

(\$254.76)

Description

Credit Card Payment

Credit Card Payment



Request #781514 "Call with Jordan Grove" was closed and merged into this request. Last comment Internal note in request [#781514](#):

Susan Anderson October 16, 2024 at 12:19 Internal note

Jill, Jordan Grove called wanting to know if you received his documents. I told him that we have received them (see above) but that there was not yet an update. I told him you'd get back to him after speaking to Republic.

Jillian Barden October 21, 2024 at 08:27 Internal note

Request #787190 "Card Payments" was closed and merged into this request. Last comment in request [#787190](#):

Jill,

I have the card payments showing the last two bills were paid for trash. I attached them to the email. I'll give you a call on Monday to see if you need anything else from me.

Thanks

Jordan Grove

1:34

78



Transactions



Showing



Freedom Unlimit... (...7358)



Search "Purchases above \$..."



Showing results for

[Clear all](#)

Republic

Jul 25, 2024

Sort by : Recent



REPUBLIC SERVICES

\$134.31

Pay Over Time eligible

Apr 25, 2024



REPUBLIC SERVICES

\$254.76 >

Support Software by **Zendesk**

