

#32739 1251 Watson Ave- Q1 2023 Assessment Inquiry

Submitted May 26, 2023 at 13:33
Received via Voicemail
Requester Ann Johnson <amj88@comcast.net>

Status category On-hold
Ticket status On-hold
Priority Normal
Group PW - Garbage
Assignee Clare Pillsbury
Ticket status On-hold

Assessment No. 230108
Property ID Number 102823420148
Do you need an interpreter? No

Please select the reason you are contacting the Garbage Program new options Billing Question
Latitude/Longitude -93.15302,44.92445

Location 1251 Watson Ave, St. Paul, Minnesota, 55116
Other Name Ann Johnson
Garbage Hauler Waste Management

Have you contacted your hauler about this garbage bill before?
 No

Staff Comments

Billing records from Waste Management show that the property owner was being billed for both 6/1/2022 - 12/31/2022 and 1/1/2023 - 3/31/2023 on their Quarter 1 2023 invoice. Since haulers are unable to collect for previous billing periods, and there was a service hold in place during the time period in question, staff recommends removing the assessment in full.

General Recycling Issue/Inquiry Back billed from hauler
Billing year for Delinquent Garbage Bill Assessment 2023

Is this request about recycling, garbage, or both? Garbage only
Date of CP (MM/DD/YYYY) 8/23/2023

Total amount due for Delinquent Garbage Bill Assessment 167.06
Legislative Hearing Required Yes

Other Telephone 16123887792
Date of LH (MM/DD/YYYY) 7/6/2023
Other Email amj88@comcast.net

Stated Reason for Appeal (if given)

Property owner was backbilled for service from 6/1/2022 - 12/31/2022.

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
 No

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

January 1 - March 31

Billing period for Delinquent Garbage Bill Assessment Quarter 1 (January - March)
Time of LH 9:00 AM

Ann Johnson May 26, 2023 at 13:33

Internal note

Voicemail from +1 (612) 388-7792

Call Details

Call from: +1 (612) 388-7792

Call to: +1 (651) 413-6624

Time of call: 2023-05-26 18:30:24 UTC

Location: Minneapolis, Minnesota, United States

Length of phone call: 2 minutes, 52 seconds

Transcription

Hello, my name is Anne johnson. My address is 1251 watson avenue. And my phone number is 612-388-7792. I was calling waste Management. I had not billed me. And then they tried to built in 2022 and then they tried to bill me after the fact and I spoke with your office a couple of times. The last person I spoke with was clare pillsbury, who said that that they were not allowed to do that waste Management was not allowed to post bill me. And so I did get a message saying that I still owe money, the 176. So \$6167.00, a 6 and that it would be go to collected with my property taxes according to city ordinance. And I just wanted to be sure that I in fact, did not have to pay that. Because it was my understanding, per my conversations with your office, the 10th waste Management did not tell me ahead of time. It tried to post to bill me like 68 months later that they could not do that. So if someone could give me a call back, I'd greatly appreciate it. Again, my phone number is 612-388-7792. Thank you.

Emily Torralba May 26, 2023 at 13:55

Internal note

Clare, PO states that she had spoke to you in the past and she explained that WM is/was trying to back bill her and she wants to make sure that she does not need to pay a balance. Can you please reach out to her. Thank you!

Clare Pillsbury May 30, 2023 at 08:57

Internal note

Outbound call to +1 (612) 388-7792

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 388-7792

Time of call: 2023-05-30 13:56:16 UTC

Called by: Clare Pillsbury

Length of phone call: 1 minute, 22 seconds

Clare Pillsbury May 30, 2023 at 09:07

Internal note

Staff called property owner and left voicemail explaining that the assessed amount would be reduced to \$62.48 in August 2023.

Clare Pillsbury June 1, 2023 at 14:59

Internal note

Correction: Assessment should be reduced in full (See staff comments).

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