

 **#547601 299 Burlington Rd, Saint Paul, Minnesota,
55119hauler_waste_management 2023 billing_period_quarter_1
Assessment Inquiry**

Submitted	Received via	Requester
May 9, 2024 at 15:48	Web Form	Matthew J Barrett <walla37@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Recycling	Jillian Barden

Assessment No.	Property ID Number	Project Number	Do you need an interpreter?
240113	112822120018	CG2402A1	No

Please select the reason you are contacting the Garbage Program new options	Latitude/Longitude
Billing Question	-93.01445,44.93049

Property Type	Location	Other Name	Garbage Hauler
SUD	299 Burlington Rd, Saint Paul, Minnesota, 55119	Matthew	Waste Management

Rescheduled LH Date:	Have you contacted your hauler about this garbage bill before?
07/25/2024	Yes

Staff Comments

WM states they emailed PO Jan 25 with a notification about the declined Autopay, and PO did not contact WM until Early April. However, PO states they contacted WM in October 2023 with updated credit card information and it was entered as a one time payment instead of updating the autopay. WM sent three NNPs to property address. PO has 96 Gallon cart at \$134.31 quarterly. Late fee total is \$20.13

Ticket Referred From	Billing year for Delinquent Garbage Bill Assessment
Other Staff	2024

Is this request about recycling, garbage, or both?	Date of CP (MM/DD/YYYY)
Garbage only	08/14/2024

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

Other Telephone	Date of LH (MM/DD/YYYY)
16125785266	07/11/2024

Stated Reason for Appeal (if given)

PO states autopay payments were being declined despite WM having updated credit card information. PO also states they were not properly notified about declined payments, resulting in late fees and an assessment. PO believes late fees should be removed.

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

Is this a repeat report?	Garbage Invoice Dates (i.e. January 1- March 31)
No	(January 1 - March 31)

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

Jillian Barden May 9, 2024 at 15:48

Internal note

From:

"Tanya Panzer" <tanya.panzer@ci.stpaul.mn.us>

To:

"Support (Zendesk)" <support@saintpaul.zendesk.com>

Cc:

"Lindsay Butterfield" <lindsay.butterfield@ci.stpaul.mn.us>

Subject:

299 Burlington Rd/112822120018

Attachments:

image001.png

[HTMLTextSource](#)

Just spoke with the owner Matthew and he was checking to see if the Jan to March 2024 charge was removed by the hauler. His wife Tabatha contacted WM on 4/16/2024 and they confirmed that the charge for that time period was paid in full and they would have it removed. Can you give him a call at 612-578-5266.

Thank you

Tanya J Panzer

Office of Financial Services
15 W Kellogg Blvd, 700 City Hall
Saint Paul, MN 55102
M: (651) 266-8858 Option 1
D: (651) 266-6153
www.StPaul.gov/assessments



SAINT PAUL
MINNESOTA

Jillian Barden May 14, 2024 at 08:55

Internal note

Outbound call to +1 (612) 578-5266

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (612) 578-5266

Time of call: 2024-05-14 13:44:16 UTC

Called by: Jillian Barden

Length of phone call: 10 minutes, 56 seconds

Jillian Barden May 14, 2024 at 08:59

Internal note

PO had CC compromised in Nov and updated info with WM then. Payment didn't post. PO called in April to ask why, and CC was updated again. PO doesn't feel late fees should be charged because WM didn't update CC info the first time.

Jillian Barden May 15, 2024 at 09:45

Internal note

Outbound call to +1 (612) 578-5266

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (612) 578-5266

Time of call: 2024-05-15 14:41:48 UTC

Called by: Jillian Barden
Length of phone call: 3 minutes, 32 seconds

Jillian Barden May 15, 2024 at 09:48

Dear Matthew,

Thank you for contacting the city regarding your pending assessment for 299 Burlington Rd, Saint Paul, Minnesota, 55119. You stated you updated your credit card info August 30th, and Waste Management should have used the same card to process the Q4 (October - December) 2023 bill and the Q1 (January -March) 2024 bill via autopay.

Please reply to this email with proof of payment for your garbage bill for Quarter 4 (October - December) 2023. You can submit a bank statement, receipt, or account ledger with your hauler. Make sure that the date, amount, and Waste Management 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.

Jillian

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

Matthew J Barrett May 16, 2024 at 07:28

Thanks so much Jillian for your assistance with this matter. Please find attached a page from our bank statement with the relevant line item showing Waste Management using the available information and authorization to charge us for the October invoice.

Please let me know if you need anything additional to help address this matter. Have a great day.
Matt Barrett

Jillian Barden May 17, 2024 at 09:07

Hi Mattew

Here is Waste Management's response:

Recent Payments:

10/25/23	OTP-PRE-VISA PMT	SLB	116.41	.00	- this was a one time payment not a recurring payment
04/16/24	OTP-PRE-VISA PMT	SLB	134.31	.00	- this was a one time payment not a recurring payment
04/25/24	RECUR-VISA PMT	SLB	134.31	-134.31	- this is a recurring payment since he now has his ezpay information updated

He now has a -134.31 balance on his account.

Breakdown:

4/25/2024	Approved	80093041048	VISA- xxxxxxxxxxxx1238	tabbykat97@gmail.com	USD \$134.31	Autopay
4/16/2024	Approved	80093793565	VISA- xxxxxxxxxxxx1238	tabbykat97@gmail.com	USD \$134.31	One- time Pay
1/25/2024	Payment Declined	80087132916	VISA- xxxxxxxxxxxx0426	tabbykat97@gmail.com	USD \$134.31	Declined Auto

10/25/2023	Payment Declined	80080939310	VISA- xxxxxxxxxxxx0426	tabbykat97@gmail.com	USD \$116.41	Declined Auto
10/25/2023	Approved	80082209080	VISA- xxxxxxxxxxxx1238	tabbykat97@gmail.com	USD \$116.41	One- time Pay
7/25/2023	Approved	80075214584	VISA- xxxxxxxxxxxx0426	tabbykat97@gmail.com	USD \$116.41	Autopay

Let me know if this helps.

Jillian
Solid Waste
651-266-6101

Matthew J Barrett May 17, 2024 at 09:53

Hey Jillian - we didn't do anything on their system after the credit card changed, and yet the payment came out automatically like it always has before.

I'm not sure what their assertion about a one-time versus recurring payment means from their perspective. However we did nothing - other than let the automated process work - to cause the October payment to occur. This is exactly the same 'nothing' we did before the credit card changed and would expect to do after the credit card changed, given the service they purport to offer. Their invoices even state explicitly on them "****do not pay - automatic payment will be processed****" (attached is the one specifically from October).

If they don't address this satisfactorily I will go through various options (e.g. - complaint with MN AG office), which I doubt they want to deal with.

Jillian Barden May 17, 2024 at 15:33

Hi Mattew

Thank you for your quick response. The October bill you attached says DO NOT PAY - AUTOPAY on it because it was scheduled to be auto paid on card 0426. That card declined, and it looks like a one-time payment happened from card 1238 the same date.

The January bill you received would also say DO NOT PAY - AUTOPAY on it because it was also scheduled to be auto paid on card 0426, but it was declined as well. There was no follow-up payment made until April 16, and by then, the bill was sent to us for assessment.

There is a Legislative Hearing process that you are welcome to participate in to contest the late fees. The next hearing is scheduled for the morning of July 11. To do that you, please reply to this email stating you'd like to appeal.

If you find any payments sent to Waste Management that posted between January to March, please send over a screen shot of the receipt to move forward. If you cannot find one and decide to make a payment, you can do that online at [City of Saint Paul - Assessment Lookup](#) or mail a check to:

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

Thank you

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

Jillian Barden May 20, 2024 at 16:09

Internal note

Outbound call to +1 (612) 578-5266

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (612) 578-5266

Time of call: 2024-05-20 21:05:44 UTC

Called by: Jillian Barden

Length of phone call: 3 minutes, 50 seconds

Jillian Barden May 20, 2024 at 16:11

Internal note

PO wants to know when/where notifications from WM were sent in Q1

Matthew J Barrett May 20, 2024 at 16:15

Thanks so much for the quick call to explain the background for these screen shots.

These showcase what we have for communication related to a search for "Waste Management" in my wife's email. You'll see a few extraneous things (e.g. job postings).

We have some in October that we reacted to, but aren't finding any in the first quarter that would have alerted us to issues (like the one in Oct).

Thanks

Jillian Barden May 21, 2024 at 12:10

Hi Matthew

Here is a copy of the three letters they sent to you. They were sent in in the standard mail.

Let me know if you have any other questions

Thank you

Jillian

City of Saint Paul

Public Works - Solid Waste

651-266-6101

Matthew J Barrett May 21, 2024 at 13:20

Hi Jillian - Was there any electronic communication that they sent on the matter? Or any explanation as to why no electronic communications were sent?

It's curious given that it worked (electronic notice) to address an issue in the October timeframe, why they wouldn't have also employed that option in the first quarter.

Thanks

Jillian Barden May 21, 2024 at 14:48

Hi Matthew

The Haulers rely on physical mail to send Notices of Non-Payment to service addresses. This ensures consistent delivery of these important documents, just like the "Invoice and Final Notice" sent by the city.

The October email was a current billing statement, and not past due, which is why it was an email.

Let me know if you have any other questions

Thank you

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

Matthew J Barrett May 21, 2024 at 14:51

Correct, but at some point the Q1 payment was also a current billing statement (like the email from 10/25). Why wasn't there an electronic communication to start the process, which then might have resulted in none of the rest of this occurring. It seems like a pretty big oversight to not start with the electronic communication about the card being declined in January.

Jillian Barden May 21, 2024 at 17:01

Matthew,

Waste Management replied and said they emailed you Oct 23, 2023 and Jan 25, 2024 at the address tabbykat97@gmail.com. Waste Management states both of these emails were informing you that your CC payment declined. You did not call in until April 4th to resolve the issue

Jillian

Matthew J Barrett May 21, 2024 at 17:08

I'm somewhat surprised that wasn't the first response, but instead it was communicating about the mail delivery. Can Waste Management supply proof that they actually sent the email on January 25th? It's unusual, as it doesn't show up in my wife's email when the rest of the communications do, and she doesn't make a habit of deleting them.

Thanks

Jillian Barden May 22, 2024 at 10:02

Hi Matthew.

Waste Management said "the messages he received on 10.23.23 & 1.25.24 were sent to the above e-mail address telling him that his payments declined - he didn't resolve the issue until 4.4.24"

I am sorry you are not able to find them in the your wife's email. They reached out via email on Jan 25 with no response, and three separate times by regular mail. You still received garbage pickup service for Quarter 1 2024 (January - March). Because it was unpaid, it is now an assessment.

To make a payment, you can do that online at [City of Saint Paul - Assessment Lookup](#) or mail a check to:
CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Let me know if you have any other questions

Jillian
City of Saint Paul
Solid Waste
651-266-6101

Matthew J Barrett May 22, 2024 at 10:16

Thanks Jillian - I'll go ahead and attend the Legislative hearing to describe the experience and lack of communication which resulted in this situation. If in the meantime they (Waste Management) can supply proof that the email was in fact sent in January that may help.

Thanks

Jillian Barden May 22, 2024 at 11:07

Matthew,

I have added you to the agenda for Legislative Hearing scheduled for July 11, 2024 at 9:00 am. You will receive a paper letter in the mail with this information around June 17, 2024. You can attend in person or over the phone. There will be more details as the date nears.

In the meantime, I reached out to Waste Management again and asked for a copy of the email.

Feel free to reach out again if you have more questions

Jillian

Jillian Barden May 23, 2024 at 11:09

Hi Matthew

Waste Management is having an issue downloading and attaching the email your looking for. However, if you log into your Waste Management account, you will have access to the email.

Waste Management said "he can go out to his account on www.wm.com and if he clicks on payments – it will show him the decline notification he got in Jan 24 & Oct 23.

He has ezpay and he made online payments so he should have access to it."

Let me know if you have any more questions

Jillian

Jillian Barden May 23, 2024 at 15:29

Internal note

PO states autopay payments were being declined despite WM having updated credit card information. PO also states they were not properly notified about declined payments, resulting in late fees and an assessment. PO believes late fees should be removed

WM states they emailed PO Jan 25 with a notification about the declined Autopay, and PO did not contact WM until Early April. However, PO states they contacted WM in October 2023 with updated credit card information and it was entered as a one time payment instead of updating the autopay. WM sent three NNPs to property address. PO has 96 Gallon cart at \$134.31 quarterly. Late fee total is \$20.13
