

#14910 1153 Central Avenue W - Q3 2022 Assessment Inquiry

Submitted November 14, 2022 at 10:52
Received via Web Form
Requester Viviane Vang <viviane.vang@yahoo.com>

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

Assessment No. 220115
Property ID Number 342923410021
Latitude/Longitude -93.14884,44.95325
Location 1153 Central Ave W, Saint Paul, Minnesota, 55104
Other Name Viviane Vang
Garbage Hauler Waste Management

Have you contacted your hauler about this garbage bill before?

Yes

Staff Comments

As a residential property, it is required to be part of the coordinated collection program with the City of St Paul. The property owner cannot cancel their residential account. Therefore staff recommends approving the assessment.

Billing year for Delinquent Garbage Bill Assessment 2022
Date of CP (MM/DD/YYYY) 3/8/2022
Total amount due for Delinquent Garbage Bill Assessment 455.99

Legislative Hearing Required Yes
Other Telephone 16517038988
Date of LH (MM/DD/YYYY) 1/5/2022
Other Email viviane.vang@yahoo.com

Stated Reason for Appeal (if given)

Property owner stated that they have a commercial dumpster for the property. Therefore they should not have to pay for the City's garbage service.

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment? No
Garbage Invoice Dates (i.e. January 1- March 31) July 1 - September 30

Billing period for Delinquent Garbage Bill Assessment Quarter 3 (July - September)
Time of LH 11:00 AM

Clare Pillsbury November 14, 2022 at 10:52

Internal note

Ticket created to for legislative hearing. Staff also needs to send the following to the property owner: Statement regarding why the City declined the UDRF submitted by the property owner for the fourth unit, information regarding the legislative hearing scheduled for 1/5/2022 at 11:00 AM, and the information regarding any current pending of levied assessments for the property.

Clare Pillsbury November 29, 2022 at 15:30

Hello Viviane,

My apologies for the delay. I am sending you the requested information regarding garbage service at your property of 1153 Central Ave W. First, I have attached a formal letter that explains the reason why we decided to decline your last request for an unoccupied dwelling. Please review and let us know if you have any additional questions or concerns.

Second, I wanted to remind you that you are scheduled for a legislative hearing regarding your July - September Delinquent Garbage Assessment of \$455.99. Your current hearing is schedule for **Thursday, January 5th at 11:00 AM**. We will call you between 11:00 and 12:00 AM at the following number: 651-703-8988 to conduct the hearing.

Lastly, please click on the link below to view any current pending assessments for delinquent garbage assessments for your property. If you need help navigating the site, please contact me at 651-266-6101. Please note that there will be a link at the bottom of the page entitled: "Assessments Certified to Property Taxes." If you click on that, you will be able to see any assessments that have been already added to the property taxes.

<https://eproperty.logis.org/stpaul/assessments/search>

Thank you again for your inquiry. Please let us know if there is anything else we can do for you.

Best,

Clare Pillsbury
 Clare Pillsbury
 City of Saint Paul
 Department of Public Works - Garbage
 651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang November 29, 2022 at 16:21

Hi Clare,

Thanks for the email. Can you send me the letter notices that was sent for all the dates?

I would like to know why the city inspectors didn't give us a timeframe to remove the trash. If it was within the time frame, and we had removed it. Why are we still being charged. I would like to verify with you.

Please let me know, as I know the most recent contact, with the inspector and I did remove the trash the day the inspector contacted me on 9/1/2022.

Thanks!

Best regards

Clare Pillsbury November 30, 2022 at 09:58

Hello Viviane,

I am sending copies of the Summary Abatement orders for nuisance conditions involving garbage/rubbish that occurred on 11/20/2021 and 06/10/2022 at 1153 Central Ave W. You should have received these orders as well. If you have any questions regarding the incidents or any of the resulting charges, please contact the Department of Safety and Inspection employee responsible for issuing the summary abatement order. Their names and contact information are listed in the summary abatement order.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang November 30, 2022 at 13:10

Hi Clare,

Did the garbage got removed?

Like do you have the charges that you make for a contractor to clean up the site?

Can I get the payment made by the city to clean up the garbage?

Please let me know. Thanks!

Best regards,

Viviane

Clare Pillsbury November 30, 2022 at 13:19

Hello Viviane,

For any questions about the summary abatement orders, please contact the Department of Safety and Inspection employee in charge of writing the order. Their contact information is included in each of the summary abatement orders. You can also contact the Department of Safety and Inspection's general line at 651-266-8989.

Best,

Clare Pillsbury

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang November 30, 2022 at 13:25

Thanks. I'll give them a call.

Viviane Vang November 30, 2022 at 13:48

Hi Clare,

CG2204A3	Delinquent Garbage Bill July to September 2022	10/13/2022	1	\$455.99
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Can you send me the invoice for the delinquent bills?

I'll be contacting the inspector in the morning as they are not available.

Best regards,

Viviane

Clare Pillsbury November 30, 2022 at 14:57

Hello Viviane,

Which invoice would you like me to send? I can request the original invoice from Waste Management, as well as the assessment notices that were sent to you from the City.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang November 30, 2022 at 15:00

Yes. Please send the original from waste management. Thanks!

[Sent from Yahoo Mail for iPhone](#)

Clare Pillsbury December 1, 2022 at 09:48

Got it. I just requested a copy of the invoice from the hauler. I should be able to get it to you by next week. Let me know if you have any additional questions or concerns.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang December 1, 2022 at 09:49

Thanks for your help.

[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 2, 2022 at 09:44

Hi Clare,

I just spoke with the inspector Richard Kedrowski and he told me that he submitted the abatement fee for dispatched. Meaning that they were dispatched out. But it was all taken care of.

I had asked him to give me a reason why he charged me something they didn't do. It was not disclosed. Therefore, he shouldn't have charged me anything.

I have invoices and pictures that I took care of the trash. I also explained to him that I spoke with someone about the trash not big enough for a 10yard container. I was in the process of taking care of it. I also explained then explain to him that I was in the process of ordering in a 2 yard container to replace what works for the units.

At the end of the conversation. He hung up on me. He refused to give me a written notice why he charged me the fee. Please let know if you can get a written notice from him. Thanks!

Call or email if you have any questions. Thanks!

Best regards,

Viviane

Clare Pillsbury December 2, 2022 at 10:49

Hello Viviane,

I tried to call Richard Kedrowski about the information you requested but I was only able to leave a voicemail. I will call you when I have more information from him. In the meantime, I have attached the copy of the July - September invoice that you requested. Please note that that there were three late fees of 5% added to the original invoiced amount. I have attached the notices of nonpayment that were sent out regarding the late fees as well. Please let me know if you have any additional questions or concerns.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang December 2, 2022 at 11:03

Hi Clare,

The invoice is not corrected because I got a 2yard dumpster at that time. They removed all the containers.

Please see photos.

I'll send you the payment of the dumpster at the time.



[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 2, 2022 at 11:05
The services stated in June.

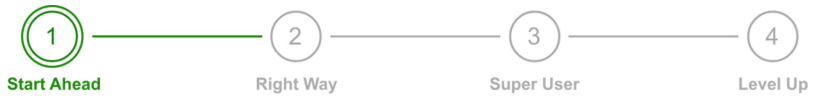
[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Monday, June 13, 2022, 1:37 PM, Jennie Galindo <jgalind2@wm.com> wrote:



Your First 100 Days






Thanks again for joining us, **Viviane Vaaj**. Over the next 100 days, we'll work together to achieve your sustainability goals – let's get started. Here's what's next:

Container Delivery Date	6/13/2022
First Service Date	6/13/2022

You can always reach me at **(623) 263-0079** – I'm here to support you throughout this journey.

Start Ahead

While you're anxiously awaiting the arrival of your WM container, get a head start on success:

-  **Sign up for My WM** using your Customer ID 265082943001 and check out your online tools that make it easy to view your pickup schedule 24/7 and much more
-  **Set your communication preferences** – add and manage contacts to make sure the right people get notified about the right things
-  **Opt in to text notifications** to ensure your delivery goes smoothly – if there's a hiccup, our operations team will contact you and try to resolve it on the spot

[Visit My WM](#)

Clear the Way

Prepare for your upcoming container delivery – and all your future pickups – by reviewing these tips and clearing any obstacles:



- Property accessible (gates open)
- Placement location accessible
- Free of low-hanging wires or branches
- Notify on-site contact

Once your container is ready for action, remember to take care of waste and recycling the right way – that means **recycling right** and **keeping a lid on overages**. More on that later.

Let me know if you have any questions or feedback by calling or hitting reply here. I'll be in touch after your first service, but don't hesitate to call if anything comes up.

Thank you for choosing us as your partner. We appreciate your business, and I look forward to helping you level up over the next 100 days.

Details

Your Information

Customer ID

265082943001

Service Information

VIVIANE VAAJ
1153 CENTRAL AVE W
SAINT PAUL, MN 55104-4629
US
SAINT PAUL, MN 55104-4629
viviane.vang@yahoo.com
6517038988

Billing Information

Viviane Vaaj
1153 CENTRAL AVE W
SAINT PAUL, MN 55104-4629
US
SAINT PAUL, MN 55104-4629
viviane.vang@yahoo.com
6517038988

Click [here](#) to edit your account details.

Your Online Tools



SCHEDULE & VIEW PICKUPS



CONTACT WM SUPPORT



UPDATE NOTIFICATION PREFERENCES



GET RECYCLING TIPS



SIGN UP FOR AUTOPAY

Viviane Vang December 2, 2022 at 11:05

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Friday, June 24, 2022, 2:51 PM, Jennie Galindo <jgalind2@wm.com> wrote:



The Right Way



You're well on your way to a sustainable tomorrow, **Viviane Vaaj**. To get you in the habit of taking care of waste and recycling the right way – and to help you stay clear of charges – **tips on smart cart usage are below.**

Speaking of charges, you have two resources for invoices: this **comprehensive guide** and me – call **(623) 263-0079** if you have any questions. Otherwise, I'll be in touch in a few weeks.

[Learn More About Invoices](#)

How to Avoid Overage Charges



- Ensure containers are not overfilled
- Lids must close
- You may need a better fit**

To change the type, size or number of containers, call **(800) 796-9696** or log in to **My WM** where you can adjust your service 24/7.

Stay Clear of Recycling Contamination



- Recycle clean bottles, cans, paper & cardboard
- Keep food & liquid out
- No loose plastic bags & no bagged recyclables

For more information, tools and resources that help make recycling both simple and convenient, visit wm.com/recyclerright. Don't forget to **go bag-free**.

Easy Payments

In addition to saving time and paper, enrolling in AutoPay and Paperless Billing can save money – administrative charges* are waived when you're enrolled in both features.

Here's how to enroll:

1. Log in to **My WM**
2. From the **My WM Dashboard**, click **Billing Overview**
3. Click **Enroll** in AutoPay and Paperless



*Administrative charges are \$8.50 per bill, as allowed by law, but waived when you sign up for both Autopay and Paperless Billing.

Details

Your Information

Customer ID

265082943001

Service Information

VIVIANE VAAJ
1153 CENTRAL AVE W
SAINT PAUL, MN 55104-4629
US
SAINT PAUL, MN 55104-4629
viviane.vang@yahoo.com
6517038988

Billing Information

Viviane Vaaj
1153 CENTRAL AVE W
SAINT PAUL, MN 55104-4629
US
SAINT PAUL, MN 55104-4629
viviane.vang@yahoo.com
6517038988

Click [here](#) to edit your account details.

Your Online Tools



SCHEDULE &
VIEW PICKUPS



CONTACT WM
SUPPORT



UPDATE NOTIFICATION
PREFERENCES



GET RECYCLING
TIPS

Clare Pillsbury December 2, 2022 at 11:10

Thank you Viviane. As a residential property you are required to be part of the coordinated collection program with the City of St Paul so you cannot cancel your residential account. Therefore I cannot recommend removing the assessment for your July - September invoice. You can further contest your assessment at your assigned legislative hearing date on January 5 at 11:00 AM. I will add the information you sent me to the legislative hearing file.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang December 2, 2022 at 11:14

Here's what i had paid so far.



INVOICE

Customer ID: 26-50829-43001
Customer Name: VIVIANE VAAJ
Service Period: 09/01/22-09/30/22
Invoice Date: 09/06/2022
Invoice Number: 9272469-0500-8

How to Contact Us

Visit wm.com/MyWM
 Create a My WM profile for easy access to your pickup schedule, service alerts and online tools for billing and more. Have a question? Check our support center or start a chat.



Customer Service: (888) 960-0008

Your Payment is Due

Your account is Past Due. Please pay immediately to avoid potential service interruption.

If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.

Your Total Due

\$1,460.77

If payment is received after 10/06/2022: **\$ 1,496.54**

Previous Balance	+	Payments	+	Adjustments	+	Current Invoice Charges	=	Total Account Balance Due
1,201.79		0.00		0.00		258.98		1,460.77

DETAILS OF SERVICE

Details for Service Location: Viviane Vaaj, 1153 Central Ave W, Saint Paul MN 55104-4629 **Customer ID:** 26-50829-43001

Description	Date	Ticket	Quantity	Amount
2 Yard Dumpster Service	09/01/22		1.00	78.81
Fuel / Environmental Charge				42.97
Regulatory Cost Recovery Charge				4.38
Administrative Charge				8.50
MN STATE SOLID WASTE TAX 17%				22.89
COUNTY ENVIRONMENTAL CHARGE				71.38
Late Payment Charge for 07/06/2022 Invoice 9237198	08/05/22			24.32
Late Payment Charge for 08/03/2022 Invoice 9254674	09/02/22			5.73
Total Current Charges				258.98

----- Please detach and send the lower portion with payment ----- (no cash or staples) -----



WASTE MANAGEMENT OF MINNESOTA, INC.

PO BOX 42390
PHOENIX, AZ 85080
(888) 960-0008
WMESERVICE@WM.COM

Invoice Date	Invoice Number	Customer ID (Include with your payment)
09/06/2022	9272469-0500-8	26-50829-43001
Payment Terms		Amount
Total Due by	10/06/2022	\$1,460.77
If Received after	10/06/2022	\$1,496.54

0500000265082943001092724690000002589800000146077 5

I0500C79

VIVIANE VAAJ
1153 CENTRAL AVE W
SAINT PAUL MN 55104-4629

Remit To: **WM CORPORATE SERVICES, INC.**
AS PAYMENT AGENT
PO BOX 4648
CAROL STREAM, IL 60197-4648



500-0488490-0500-3

[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 2, 2022 at 11:35

Hi Clare,

Please add this to the file. I've kept the receipt that I paid for removing the trash regarding the abatement order.

I included pictures when I had the small containers. It's messy and just doesn't get picked up because you need to line it up. Otherwise it doesn't get picked up.

The small containers doesn't work in my situation especially in the back alley.

I understand it's very expensive to get the 2 yard container but look how clean it looks compared to how it was in the past. Please!!! its for everyone peace of mind that the garbage is not going to be miss!!!!

This is why you need you to understand that I'm trying to solve this problem and not make it another problem.

ADS SOUTH ES VASKO
 309 COMO AVE
 SAINT PAUL, MN 55103180
 06/08/2022 16:35:28
 CREDIT CARD
 MC SALE
 Card # XXXXXXXXXXXX8812
 Chip Card: DEBIT MASTERCARD
 AID: A0000000041010 51
 SEQ #: 748
 Batch #: 51
 INVOICE 202746
 Approval Code: Chip Read
 Entry Method: Issuer
 Mode: \$0.00
 Tax Amount:

Saint Paul Transfer Station
 309 Como Ave
 Saint Paul, MN, 55103
 Reprint
 Ticket# 16830
 Ph: 651-287-5295

HSTPAULTS CASH ST PAUL TS Carrier CASH CASH CUSTOMER
 08/2022 Vehicle# 334 XZK WHITE TRK Volume
 Credit Card Container
 Driver
 Check# J
 Billing# 0000101
 Grid

Scale	Operator	Inbound	Gross
16:23:08 scale	JMIRON		6460 1
16:35:00 scale	JMIRON		6040 1
			420 1
			Tons 0.2

DAY THROUGH FRIDAY 6AM - 5PM AND SATURDAY 8AM - 12PM

LD%	Qty	UOM	Rate	Tax	Amount	Origin
100	0.21	Tons	121.50	0.42	\$35.00	RAMSM

SALE AMOUNT \$35.42
 Tended \$35.42, Chg Due \$0.00
 Total Tax \$0.42
 Total Ticket \$35.42

CUSTOMER COPY

BY SIGNING THIS I CERTIFY THAT THERE IS NO HAZARDOUS WASTE IN MY LOAD.

ADS SOUTH ES VASKO
309 COMO AVE
SAINT PAUL, MN 55103180

Saint Paul Transfer Station
309 Como Ave
Saint Paul, MN, 55103

Original
Ticket# 17005

Ph: 651-287-5295

06/09/2022 13:38:47

CREDIT CARD
MC SALE

TPAULTS CASH ST PAUL TS Carrier CASH CASH CUSTOMER
/2022 Vehicle# WHITE TRK Volume
t Card Container
Driver
Check# j
Billing# 0000101
Grid

Card # XXXXXXXXXXXX8812
Chip Card: DEBIT MASTERCARD
AID: A0000000041010
SEQ #: 37
Batch #: 749
INVOICE 37
Approval Code: 253252
Entry Method: Chip Read
Mode: Issuer
Tax Amount: \$0.00

Scale Operator Inbound Gross 6440 lb
19:10 scale jmiron Tare 6000 lb
37:50 scale jmiron Net 440 lb
Tons 0.22

THROUGH FRIDAY 6AM - 5PM AND SATURDAY 8AM - 12PM

LD%	Qty	UOM	Rate	Tax	Amount	Origin
100	0.22	Tons	121.50	0.44	\$35.00	RAMSM

SALE AMOUNT \$35.44

CUSTOMER COPY

endered \$35.44, Chg Due \$0.00

Total Tax \$0.44
Total Ticket \$35.44

BY SIGNING THIS I CERTIFY THAT THERE IS NO HAZARDOUS WASTE IN MY LOAD.







[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 2, 2022 at 12:45

Hi Clare,

Please make note that the garbage company and city of St. Paul can't charge me for something I can't use. Again, all the containers was removed at the time of the billing.

Best regards,

Viviane

Viviane Vang December 2, 2022 at 14:28

Hi Clare,

According to the property tax.
This property is considered an apartment.

Land use: 401-Apartment 4-6 Renal units. Not zone as residential.

Please see attached. Thanks.

Clare Pillsbury December 5, 2022 at 10:30

Internal note

Staff attempted to call DSI inspector on 10/5/2022 to return call. They were unable to speak with him and left a voicemail requesting that they call them back in the afternoon.

Clare Pillsbury December 5, 2022 at 14:28

Hello Viviane,

I spoke with Richard Kedrowski. He did verify with me that the abatement fee was for the original dispatch order that was sent to the Department of Safety and Inspection on June 9th and for the following dispatch order for contracting services to the City of St Paul parks crew to visit the property following June 17 to assess whether the garbage had been removed. The Parks Crew visited the property on June 29 and confirmed that the garbage had been removed. However, there still was a charge for them to visit the site. If you would like to further contest this assessment, please contact the legislative hearing office at 651-266-8563.

I have will also add the emails you sent me on Friday to the file for your legislative hearing to contest your July - September invoice on January 5th. Please let me know if you have anything else that you would like to add to the file. As I said before, we cannot remove the charges for your city garbage account with WM based on the fact that you had 2 yard dumpster at the time.

Best,

Clare Pillsbury

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

Viviane Vang December 5, 2022 at 14:45

How come we're not aware of the dispatch charge ?

it says in the letter that we're charge only when we didn't remove it.

Yes, I'll dispute that too

[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 5, 2022 at 14:48

Are you charging me for the cans even when they took it?

[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 5, 2022 at 15:05

Hi Clare,

When waste management dropped off the 2 yard container. They took all the cans.

I took the pictures because that bill was the previous owners.

Best regards,

Viviane

[Sent from Yahoo Mail for iPhone](#)

Clare Pillsbury December 6, 2022 at 09:09

Thank you Viviane. I will reach out to Waste Management to see if they have any records of cart removals at the property. I should respond back by the end of the week.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Faciana, Jesse (CI-StPaul) December 6, 2022 at 11:31

Internal note

Hauler reports that they removed 3 carts due to us notifying hauler that she was remodeling. Credits were given to PO.

Viviane Vang December 6, 2022 at 12:08

Ok, thanks!

[Sent from Yahoo Mail for iPhone](#)

Clare Pillsbury December 7, 2022 at 15:04

Hello Viviane,

Waste Management records show that there were three carts removed from the property on 11/7/2022 in response to the Unoccupied Dwelling registration form that you submitted on 11/1/2022 for the three units that were vacant. The carts that they removed were 1-96 and 2-64 gal trash carts. Because this was during the middle of the Oct - Dec billing period, they did add a credit to your invoice to reflect the time period of 11/7/2022 - 12/31/2022 that you were not using the three trash carts. Your future bills for the citywide coordinated collection should only be for one 64-gal cart. Please call Waste Management at 763-784-8349 with any questions regarding your current bill.

However, the delinquent assessment that you will be contesting at the legislative hearing is for the July - Sept billing period. Since the cart removals happened after this billing period, Waste Management was correct in charging for all four carts that were at the property. Therefore our recommendation would still be to approve the full assessment. You will be able to contest this at the legislative hearing. I will add all the documentation you sent me to the file.

Thank you.

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang December 7, 2022 at 15:20

Is there a way I can be present at the hearing instead of over the phone?
i think there's a misunderstanding, and you're not getting the right message.

[Sent from Yahoo Mail for iPhone](#)

Clare Pillsbury December 7, 2022 at 15:38

You can certainly attend the hearing in person. I am not sure where the misunderstanding is occurring so feel free to let me know if there is anything that I am missing. To attend the hearing, you will want to present yourself at the following location on January 5th at 11:00 AM. Since you will be in person, we will likely hear your case first. Please bring any additional documentation you want to add to the file.

Legislative Hearings
310 City Hall 15 Kellogg Blvd. West
Saint Paul, MN 55102

I will let the legislative hearing officer know that you will be attending in person. Please feel free to call the legislative hearing line **651-266-8560** if you have any questions about the hearing process or need additional instructions about how to get to the legislative hearing chambers.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang December 7, 2022 at 15:57

ok, thanks

[Sent from Yahoo Mail for iPhone](#)

Viviane Vang December 8, 2022 at 07:55

Can you make a note today because there is nothing such as:

1 small containers or 2 yard containers at 1153 Cental ave west.

Waste management can't bill me for anything because this week all the containers is gone.

So at the moment I have no trash service. PLEASE DONT BILL ME for residential trash or commercial.

[Sent from Yahoo Mail for iPhone](#)

Clare Pillsbury December 8, 2022 at 09:02

Hello Viviane,

As I mentioned before, you are required to have garbage service for at least one unit of your property. Hauler records do not show that they removed the fourth cart so therefore, we cannot remove charges for it. From November 2022 you have only been charged for one 64-gal cart. If you like, you can call Waste Management to request the lowest level of service for that last unit, which would be a 35-gal cart with every other week service. The quarterly cost for this level of service starting next year would be \$59.30. This would at least help you to bring down the cost if you are not using the city cart. However, I cannot exempt you from paying for that fourth unit since we were not able to verify that it was vacant.

Best,

Clare Pillsbury
Clare Pillsbury
City of Saint Paul
Department of Public Works - Garbage
651-266-6101
garbage@ci.stpaul.mn.us
<https://www.stpaul.gov/garbage>

Viviane Vang December 8, 2022 at 11:40

When I purchase the property there was never a 4th container. As the hauler, they know there's no 4 garbage containers there. They took all containers in replace of the 2-yard container.

AS of this week. they left my property empty without a trash container. Took everything.

This is the reason why I really don't want the residential service. How did they get away with?

It was waste management that allowed me to get a commercial container and removed all the residential containers at the time I order the commercial before you ordered the vacancy.

Why should I order something I don't use? Why would I want to pay double!!!

Even now, please note that this week I'm not getting any service. All the containers are gone.

How am I supposed to trust that? As of today, I have no trash container and you can send out an inspector. You expect me to order a small container that I don't want to use.

Viviane Vang December 8, 2022 at 11:42

[Sent from Yahoo Mail for iPhone](#)

Clare Pillsbury December 8, 2022 at 11:47

Hello Viviane,

I have given you all the information that I can provide. As there is not much more I can do until the legislative hearing on January 5th, I think that its best if we wait to resolve the issue there. If you have any additional documentation that you would like to send, please submit that to me via email by December 30 so I can add it to the hearing file.

Best.

Clare Pillsbury
Clare Pillsbury
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