

#1698698 15 Nelson St - Q3 2025 Legislative Hearing - UDRF not Applied

Submitted		Received via	Requester		
March 10, 2026 at 10:33 AM		Mail	Olga Diaz Lopez <odiazlopez15@gmail.com>		
Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Property ID Number
-93.01151,44.94164	15 Nelson St, St. Paul, Minnesota, 55119	No	022822130034

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
137.53	260130	9:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:
Fire in Oct 2024 and hold information did not transfer	03/19/2026	04/19/2026

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
No

Garbage Invoice Dates (i.e. January 1- March 31)
July 1, 2025 - September 30, 2025

Staff Comments
PO called Waste Management and cancelled account in October due to fire at the property. The hold information/cancellation did not transfer to Public Works during the hauler transition. Staff recommends removing assessment.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
04/15/2026	Yes	9:00 am

Do you need an interpreter?	Project Number	Service Level
No	CG25Q3B1	96 gallons (weekly)

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2025

What is your billing or assessment question?	What kind of service hold did you request?
Service Hold Not Applied	Unoccupied Dwelling Registration - over 26 weeks

What was the requested start date?	Total time spent (sec)	Time spent last update (sec)
2024-10-17	1242	291

Intent	Intent confidence	Language	Language confidence	Sentiment
Billing::Refund::Refund request	High	English	High	Neutral

Sentiment confidence	Billing Quarter	Hauler
High	Multiple Quarters	FCC Environmental

OFS - Assessments March 10, 2026 at 10:33 AM

Hi, Olga –

I'm looping in Public Works garbage to check on a stop service on your account. I am seeing that you have garbage bills for July – Dec of last year, but Public Works will need to reverse that on their end to ensure you get a refund.

Best,
Lydia

From: Olga Diaz Lopez <odiazlopez15@gmail.com>
Sent: Monday, March 9, 2026 3:14 AM
To: *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>
Subject: 15 Nelson ST -

You don't often get email from odiazlopez15@gmail.com. [Learn why this is important](#)
Hi,

My house got into a fire since 10/17/2024 and I called to cancel the garbage service. I know there was an invoice sent to my employer to pay because they cancel the account. I tried getting into my account for waste management and it was closed but now i come to find out that it's been charge to my property. Why am I getting charge for a service that I'm not getting and garbage hasnt been picked up since 10/17/24 - Can I get a reimbursement for my money I have paid so far since the closed out my account at waste managements on 12/1/2024.

My Phone NUmber is 612-251-2326 if you can give me a call I will really appreciate it.

Property ID

02-28-22-13-0034

OFS - Assessments March 10, 2026 at 10:36 AM

OFS-Assessment Inquires are answered between 8:00AM and 4:30 PM Monday through Friday, except holidays and weekends.

Please allow up to 48 hours for a response.

Thank You

Megan Beuthien March 10, 2026 at 11:08 AM

Hello Olga,

Thank you for notifying us about a potential discrepancy in your garbage bill.

I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Megan

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Megan Beuthien March 10, 2026 at 11:10 AM

Internal note

- Previous hauler: WM
- Start date of hold: 10/17/2024
- End date of hold: UDRF - FIRE/CONDEMNED
- Size(s) of cart(s) on hold: 96 GAL

"My house got into a fire since 10/17/2024 ... Can I get a reimbursement for my money I have paid so far since the closed out my account at waste managements on 12/1/2024."

Jillian Barden March 12, 2026 at 12:14 PM

Internal note

Outbound call to +1 (612) 251-2326

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 251-2326

Time of call: 2026-03-12 17:13:04 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 47 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9023074dda0596890eee4f0b6f56da26/twilio/recording>

Jillian Barden March 12, 2026 at 12:16 PM

Internal note

Left VM

Jillian Barden March 12, 2026 at 12:34 PM

Hello Olga

Thank you for reaching out to the city of Saint Paul about your garbage bill. I just called and left you a message. I have taken a look at your property history and do see there was a fire in Oct 2024. I have already removed the Quarter 4 bill. However to remove the Quarter 3 bill, I have to present it at a legislative hearing on March 19. You do not need to attend because I believe I have enough evidence to recommend removal. However, I cannot promise or guarantee the outcome. The Quarter 2 bill cannot be removed because the time to dispute has closed.

Let me know if you have any other questions

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling.

651-266-6101 | garbage@ci.stpaul.mn.us

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