

From: [Michelle Lehmann](#)  
To: [Hageman, Kris \(CI-StPaul\)](#)  
Cc: [Benstrom, Scott \(CI-StPaul\)](#); [Bales, Elin \(CI-StPaul\)](#); [Behrens, Leigh \(CI-StPaul\)](#)  
Subject: Re: Incorrect assignment of garbage carts 3rd request!  
Date: Thursday, November 15, 2018 11:16:18 AM  
Attachments: [image002.png](#)  
[image007.png](#)  
[image008.png](#)  
[image009.png](#)  
[image010.png](#)

Kris,

I gave the wrong trash hauler name, regardless of their name, I had a local carrier and we should make a point of supporting local small business owners over these large mega haulers.

Regarding bin #s, you should really be asking the trash hauler that information. Instead, you place all the burden on the residence owner. I am absolutely certain based upon previous conversations, that you will somehow twist this into being my problem. My problem right now is that I live in the city of St. Paul!

I also take note of the lenience you provide my neighbor with 9 people living in their home (not to mention a basement with chicken coop as I hear roosters crowing all day) maybe in the future they will be assessed additional fees. If I place this extra trash bin in the alley, you can bet they will use it as well as my neighbor on the other side that has reduced his trash bin to a small one. So essentially, I will be paying for their trash removal.

I have attached a picture of the unused trash container next to the unused recycle bin. I should start charging the city for storage of their containers —perhaps it would be fair to assess the city storage fees \$500.00 annually to cover the increase in garbage fees you have burdened me with for no other reason than living in a duplex. I'm sure you strongly disagree with that assessment— which is my point exactly. I can only hope that I receive a raise from my employer that covers these fees. Or, should I steal from Peter to pay Paul?

It appears to me this is bias based upon bad habits of absentee landlords, I live in my property and have owned it since 1993. Who/where do I return these unneeded containers to?



Sent from my iPad

On Nov 14, 2018, at 4:31 PM, Hageman, Kris (CI-StPaul) <[kris.hageman@ci.stpaul.mn.us](mailto:kris.hageman@ci.stpaul.mn.us)> wrote:

Good afternoon Ms. Lehmann,  
Our records show 1 medium cart and 1 large cart were delivered to your home Sept. 10. If you are able to check the serial numbers on the front of the carts I can verify if they are the correct sizes as indicated on the work order data. I see you have also been in communication with Diana Chao from our office. She has shared information about the opportunity to swap cart sizes to better meet your needs. After the first 90 days of the program is the first opportunity to make the change. You will make this request directly with your hauler, [Advanced Disposal](#) Phone: (763) 786-7233. All cart swap work will begin after January 1. You mention Allied Services (now Republic Services) not taking some trash from the property. They are no longer your service provider. Advanced Disposal is the designated hauler for you and your neighbors. Please contact them about any bulky item needing pick up.

In regards to your dads home, he has the opportunity to adjust his service based on the vacancy of the second unit at the property. I have attached additional information about this option. Please read over, fill out the form and return it to the City. We will forward information to the appropriate hauler who will update account information on the next invoice.

Over time, the haulers and city will work with property owners to make sure there is adequate levels of service. There may be some adjustment to the neighbors service level if overflow continues.

The City is aware that Advanced Disposal has sent out notices of non-payment and attached late fees to city residents who paid their bills in October. We believe that this is not allowed under our agreement with the St. Paul Haulers and we apologize for the inconvenience that this has caused.

We are working with the St. Paul Haulers to address this issue and hope to have a satisfactory resolution shortly.

Updated information about the resolution of these issues will be posted on the Garbage Announcement section of our website at: <https://www.stpaul.gov/departments/public-works/garbage/garbage-announcements>

Again, we apologize for any inconvenience this has caused. Kris

I hope I have addressed your questions and concerns. If you have any additional questions, please let me know. Kris

<!--[if  
!vml]-->  
><!--  
[endif]-->

Kris Hageman  
Recycling Programs Manager  
Saint Paul Public Works  
25 W 4<sup>th</sup> St, CHA 1500  
St. Paul, MN 55102  
P: 651-266-8866  
[kris.hageman@ci.stpaul.mn.us](mailto:kris.hageman@ci.stpaul.mn.us)  
[stpaul.gov/recycle](http://stpaul.gov/recycle)



From: Scott, Scott (CI-StPaul)  
Sent: Monday, November 13, 2018 8:21 AM  
To: Kris (CI-StPaul) <[kris.hageman@ci.stpaul.mn.us](mailto:kris.hageman@ci.stpaul.mn.us)>; Biales, Ellen (CI-StPaul) <[ellen.biales@ci.stpaul.mn.us](mailto:ellen.biales@ci.stpaul.mn.us)>; Behrens, Leigh (CI-StPaul) <[Leigh.Behrens@ci.stpaul.mn.us](mailto:Leigh.Behrens@ci.stpaul.mn.us)>  
Subject: Incorrect assignment of garbage carts 3rd request!

Anything you can do to help Ms. Lehmann would be appreciated.

Scott

From: Michelle Lehmann [<mailto:mich.lehmann@gmail.com>]  
Sent: Monday, November 12, 2018 6:30 PM  
To: Renstrom, Scott (CI-StPaul)  
Subject: Re: Incorrect assignment of garbage carts 3rd request!

Hi Scott,

I have read recent update regarding the city wide trash service and am concerned that the city council refuses to allow the residents of St. Paul to vote on these trash policies forced upon us.

I paid for quarterly service for one large bin, I noticed that I was never given a large bin. I paid for a large bin, used a medium and have a 2nd medium bin unused in my garage.

Now, I am getting past due notice from garbage hauler. I will not pay for service that have never been asked for nor used. If this means assessing my property than so be it. My neighbor on left has 9 people living in their home and one large (overflowing) garbage can, they are not forced to have two garbage cans. My neighbor on right has 5 people living in his home and one small garbage can. I have 3 people living in my home and have had two medium garbage cans forced on my residents.

Before this trash hauler was forced upon me, I sent my payments to a local hauler in St. Paul. Now I send a check to Chicago! Allied Waste refuses to take some garbage, for reasons they don't explain. They have turned into Eureka recycling...cherry picking.

The winner is these mega garbage haulers who have been given all the power to not earn services, but rather decides the service they will provide. I have heard from other residents that some trash haulers are demanding proof from residence that they are traveling (i.e., copy of travel itinerary). If this is true, it is a complete overreach. We are no longer a customer and the City of St. Paul stands behind the trash haulers in every instance.

I will join the efforts to sue the city, this isn't right!

Michelle Lehmann

Sent from my iPad

On Oct 5, 2018, at 3:01 PM, Michelle Lehmann <[mich.lehmann@gmail.com](mailto:mich.lehmann@gmail.com)> wrote:

I appreciate your help. My father is also experiencing similar situation. He has duplex where he lives in bottom and upstairs is not occupied and has not been rented in years now. He tried to place service on hold for upstairs and was told he could not do that. Instead, he would have to halt service completely. He is retired and this huge increase in fees hits budget hard.

My cost went from 71.52 to 198.00. Its a cost that hits my budget hard as a single parent who also supports a family member recovering from health issues.

On Fri, Oct 5, 2018, 2:44 PM Renstrom, Scott (CI-StPaul) <[scott.renstrom@ci.stpaul.mn.us](mailto:scott.renstrom@ci.stpaul.mn.us)> wrote:

Ms. Lehmann,

I have sent this to our staff to see what can be done to assist you with this issue. I will keep in touch.

Thanks,

### Scott J. Renstrom

Legislative Aide to Councilmember Bostrom  
City Hall  
Suite 320-B  
15 West Kellogg Boulevard  
Saint Paul, Minnesota 55102  
651-266-8661



From: Michelle Lehmann [<mailto:mich.lehmann@gmail.com>]  
Sent: Friday, October 05, 2018 1:36 PM  
To: #CI-StPaul\_Ward6  
Subject: Fwd: Incorrect assignment of garbage carts 3rd request!

Hi Councilman Bostrom,

I need help resolving this new trash setup. I followed instructions regarding the new pickup process. I have had one large trash can for the past 28 years. Instructions indicated that if I did nothing, the new service would continue as it has with one large can.

Now, I am being forced by this newly created position, have two garbage cans at an increased cost of 100.00 a quarter or 150% of what I have paid with my current hauler.

I followed instructions presented to me, I accepted the 50% increase in fees. But, I cannot afford the additional cost of \$100 for something that I have never had, nor never asked for.

The new service has not started, I have informed the city I cannot afford this completely unnecessary cost increase and the mistakes they have made even before the process has started. They are threatening to add unpaid fees to my property taxes.

Why am I being penalized for the city's mistakes? I need help resolving this. The solution is really simple, when the new cans are dispersed, only disperse the large one. Its not rocket science.

Please advise and or help with this matter.

Michelle Lehmann  
651-356-4922

Sent from my iPad

Begin forwarded message:

**From:** Michelle Lehmann <[mich.lehmann@gmail.com](mailto:mich.lehmann@gmail.com)>  
**Date:** August 24, 2018 at 2:32:55 PM CDT  
**To:** \*CI-StPaul\_Garbage\* <[Garbage@ci.stpaul.mn.us](mailto:Garbage@ci.stpaul.mn.us)>  
**Subject:** Re: Incorrect assignment of garbage carts

On Fri, Aug 24, 2018, 2:25 PM \*CI-StPaul\_Garbage\* <[Garbage@ci.stpaul.mn.us](mailto:Garbage@ci.stpaul.mn.us)> wrote:

Hello Michelle,

I apologize about the miscommunication. Because you previously had a large container at the property, one unit was assigned the large cart. Because the other unit did not have a garbage cart, it was defaulted to a medium size.

Per City ordinance, each occupied unit must have its own garbage cart. It is entirely your decision to only pay the bill for one cart, however, any unpaid bills will be assessed to your property tax statement, along with late fees and administrative fees.

Thank you,



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**From:** Michelle Lehmann [mailto:[mich.lehmann@gmail.com](mailto:mich.lehmann@gmail.com)]  
**Sent:** Friday, August 24, 2018 11:14 AM  
**To:** \*CI-StPaul\_Garbage\* <[Garbage@ci.stpaul.mn.us](mailto:Garbage@ci.stpaul.mn.us)>  
**Subject:** Re: Incorrect assignment of garbage carts

We have two adults and one child in the duplex. All of us family. As I said, your previous communications indicated that if I did nothing the current setup would remain.

I have not given permission for that to change. I will pay for one large trash can as I have done for the past 28 years!

Sent from my iPad

On Aug 20, 2018, at 11:47 AM, \*CI-StPaul\_Garbage\* <[Garbage@ci.stpaul.mn.us](mailto:Garbage@ci.stpaul.mn.us)> wrote:

Hello Michelle,

Thank you for your email. It looks like you have actually been assigned 1 medium and 1 large cart for your property at 1088 Duluth St. The reason you are getting two garbage carts is because your house is listed as a duplex in Ramsey County property tax records. All St. Paul residences with 1-4 units are required, per City ordinance, to have garbage service and a garbage cart per unit.

I do not see a cart size selection from you here in our database. It looks like you previously had 1 large cart at the residence, so one unit was assigned the large. The other unit did not previously have garbage service and was automatically defaulted to the medium. Unfortunately, at this point, we are unable to make any changes to the cart sizes for the first 90 days of the program. Each cart has a unique serial code that is attached to the specific property or unit it has been assigned to and we only have that 1 cart available for that specific address or unit. We do not physically have any extra carts to make size swaps at this time. The carts that you were delivered will be the carts you are billed for. We cannot make any changes to the cart sizes or billing for the first 90 days of the program.

If both units of your duplex are occupied, you are required to have 1 cart per unit, per City ordinance. Please contact your new hauler after January 1st to request a difference cart size. You can request 1 cart size change per unit every year at no additional cost. I sincerely apologize for the inconvenience.

If you have any other questions, please don't hesitate to contact me directly. Thank you!

<image001.png> **Diana Chao**  
*Solid Waste Programs Specialist*  
Saint Paul Public Works  
25 West 4th Street  
1500 City Hall Annex  
Saint Paul, MN 55102  
P: 651-266-6216  
[diana.chao@ci.stpaul.mn.us](mailto:diana.chao@ci.stpaul.mn.us)  
<image002.png> <image003.png> <image004.png> <image005.jpg>

-----Original Message-----

**From:** Michelle Lehmann [mailto:[mich.lehmann@gmail.com](mailto:mich.lehmann@gmail.com)]  
**Sent:** Saturday, August 18, 2018 12:48 PM  
**To:** \*CI-StPaul\_Garbage\* <[Garbage@ci.stpaul.mn.us](mailto:Garbage@ci.stpaul.mn.us)>  
**Subject:** Incorrect assignment of garbage carts

I received communication that indicated I can do nothing and the same cart would be given to me. Recent letter indicates I am getting two carts.

I have always had one large cart since 1993 and I expected that to remain. This new process is already increasing my rates by nearly 50% for one large cart from 75.00 a quarter to 102.00. Adding a 2nd medium cart to my home is increasing my trash by 150% to 173.00.

I cannot afford to pay for two carts and nor do I need two carts. I did not agree to this change. I only want one large bin at 1088 Duluth Street, 55106. How can this be corrected back to original setup?

Michelle Lehmann

<Unoccupied Dwelling Form.pdf>

<Vacant RDU Letter.docx>