

## #1088950 HEARING NEEDED - 1753 Ames PI - Q1 2025 Assessment Inquiry

**Submitted** April 23, 2025 at 12:41  
**Received via** Web Form  
**Requester** Donna Stutsman

### CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>

<b>Status category</b>	<b>Ticket status</b>	<b>Type</b>	<b>Priority</b>	<b>Group</b>	<b>Assignee</b>
Pending	Pending - Future Event	Question	Normal	Assessments	Jillian Barden

<b>Latitude/Longitude</b>	<b>Location</b>	<b>Other Telephone</b>	<b>Property ID Number</b>
-93.02613,44.9713	1753 Ames PI, Saint Paul, Minnesota, 55106	6517749982	272922140064

<b>Billing period for Delinquent Garbage Bill Assessment</b>	<b>Billing year for Delinquent Garbage Bill Assessment</b>
Quarter 1 (January - March)	2025

<b>Total amount due for Delinquent Garbage Bill Assessment</b>	<b>Garbage Resolution Notes</b>
286.17	PO was backbilled, and WM agreedd to remove the back billed amount

<b>Garbage Assessment Resolved</b>	<b>Outcome of Assessment Inquiry:</b>	<b>Payment Deducted from:</b>	<b>Other Name</b>	<b>Garbage Hauler</b>
Yes	Reduced	Hauler Payment	Donna Stutzman	Waste Management

<b>Reason for Removal/Reduction:</b>	<b>Do you need an interpreter?</b>	<b>Hauler Response Over 24 hours</b>	<b>Date City Staff Sent Message to Hauler</b>
Back Billing	No	Yes	April 25, 2025

<b>Date Hauler Replied to City's Message</b>	<b>Service Level</b>	<b>Please select the reason you are contacting the solid waste team</b>
May 7, 2025	96 gallons (weekly)	Billing or Assessments

<b>Billing Quarter</b>	<b>Billing Year</b>	<b>What is your billing or assessment question?</b>	<b>Total time spent (sec)</b>
Quarter 1 (January 1 – March 31)	2025	Other	4660

**Time spent last update (sec)**  
104

**OFS - Assessments (Do not Edit User)** April 23, 2025 at 12:41

Paid WM on Jan 23, confirmation # 301015514134 in the amt of \$286.17. She received an assessment from us for Q1 in the amount of \$286.17. Please call Donna at 651-774-9982 (landline)

**Lydia Kopf** April 23, 2025 at 18:50

Internal note

[Jillian Barden](#) -- I did not call PO back because it is too late in the day. Sent from assessments office with no email address. Can you please address it?  
Thank you!

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**Jillian Barden** April 25, 2025 at 11:50

Internal note

CG2503A2 Delinquent Garbage Bill January to March 2025 4/11/2025 1 \$286.17

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**Jillian Barden** April 25, 2025 at 11:54

Internal note

Outbound call to +1 (651) 774-9982

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (651) 774-9982

Time of call: 2025-04-25 16:50:11 UTC

Called by: Jillian Barden

Length of phone call: 4 minutes, 41 seconds

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**Jillian Barden** April 25, 2025 at 11:55

Internal note

Let PO I started the inquiry process and I will cal in a few days

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**Jillian Barden** May 5, 2025 at 11:12

Internal note

WM has not responded int a few days

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**Jillian Barden** May 9, 2025 at 15:08

Internal note

Called po and let her know I am still working on the file. WM sent her a bill for \$138 in Jan, but sent an assessment amount for \$286. WM also admitted she did not pay Q4 2024, and owes that still too. I think they are backbilling this property. [#1124638](#)

PO will not be home Tuesday so do not call her back then

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**Jillian Barden** May 14, 2025 at 12:49

Internal note

Outbound call to +1 (651) 774-9982

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (651) 774-9982

Time of call: 2025-05-14 17:48:37 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 6 seconds

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**Jillian Barden** May 14, 2025 at 13:00

Internal note

PO attempted a payment on Jan 24, but it was declined. She can double check with her bank and make sure the funds didn't process through her bank account

Also WM backbilled her, so her assessment has Quarter 4 charges along with Quarter 1 charges. WM agreed to remove the backbilled amount, so her new assessment amount (amount due to the city) is \$158.96 (including late fees). The late fees are still due because payment was not made in time.

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**Jillian Barden** May 15, 2025 at 17:12

Internal note

Lydia, can you tell me how to proceed, and if I am reducing the amount, how much should I reduce it?

Admittedly, Greg forwarded my email back to myself and I thought it was Mary's response and that they agreed to remove the charges. I remember thinking "wow, she's being decent" and "that's what I said too" but I guess she is not removing the charges

You just need to review the side convo

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**Lydia Kopf** May 27, 2025 at 17:42

Internal note

[Jillian Barden](#) -- Sorry for the delayed reply. \$134.31 should have been on Q4 list. Not our fault that it wasn't. WM has to eat that cost. We will reduce the assessment to only include Q1 bill and late fees.

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**Jillian Barden** May 28, 2025 at 09:12

Internal note

Outbound call to +1 (651) 774-9982

Call Details

Call from: +1 (651) 372-8578

Call to: +1 (651) 774-9982

Time of call: 2025-05-28 14:09:49 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 10 seconds

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**Jillian Barden** May 28, 2025 at 09:12

Internal note

Left message stating we will recommend to reduce assessment at a hearing on July 10

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**Jillian Barden** May 28, 2025 at 09:23

Internal note

PO will not attend