

## #205345 1740 Iglehart Ave - Q2 2023 Assessment Inquiry (WM) - LH REMOVE

**Submitted** September 28, 2023 at 14:59  
**Received via** Voicemail  
**Requester** Lindsay Dukes <lindsayhansondukes@gmail.com>

**CCs**  
 Sarah Haas <sarah.haas@ci.stpaul.mn.us>

**Status category** Pending  
**Ticket status** Pending - Future Event  
**Priority** Normal  
**Group** PW - Garbage  
**Assignee** Lydia Campbell

**Property ID Number** 332923430063  
**Do you need an interpreter?** No  
**Latitude/Longitude** -93.17395,44.9492  
**Location** 1740 Iglehart Ave, St. Paul, Minnesota, 55104

**Other Name** Lindsey Dukes  
**Garbage Hauler** Waste Management  
**Rescheduled LH Date:** 01/18/2024

**Have you contacted your hauler about this garbage bill before?**  
 Yes

**Staff Comments**  
 PO provided proof of electronic payment for every quarter dating back through 2020

**Billing year for Delinquent Garbage Bill Assessment** 2023  
**Date of CP (MM/DD/YYYY)** 03/13/2024

**Total amount due for Delinquent Garbage Bill Assessment** 71.84  
**Legislative Hearing Required** Yes  
**Other Telephone** 6515581358

**Date of LH (MM/DD/YYYY)** 01/11/2024  
**Other Email** lindsayhansondukes@gmail.com

**Stated Reason for Appeal (if given)**  
 Resident states she has been paying the bill and will follow up with payment verification.

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

**Garbage Invoice Dates (i.e. January 1- March 31)** April-June  
**Billing period for Delinquent Garbage Bill Assessment** Quarter 2 (April - June)  
**Time of LH** 9:00AM

**Lindsay Dukes** September 28, 2023 at 14:59

Internal note

Voicemail from +1 (651) 558-1358

**Call Details**  
 Call from: +1 (651) 558-1358  
 Call to: +1 (651) 413-6624  
 Time of call: 2023-09-28 19:56:48 UTC  
 Location: Saint paul, Minnesota, United States  
 Length of phone call: 2 minutes, 40 seconds

### Transcription

A hi, my name is Lindsey dukes and I was sent over here by uh, the billing department at the city where I coordinated program. And they are recommending that I work with a liaison for my garbage bills because waste Management has been double charging me and then continuing to send the non payment notices to the city of st. Paul. And I have proof of payment and everything and I can't get through to waste Management like the of a child or anything like that on the online child, the phone or anything. So if you could call me back 651-558-1358 so that someone could help me work through this. That would be awesome. Thank you. Bye.

**Sarah Haas** September 28, 2023 at 16:01

Internal note

Outbound call to +1 (651) 558-1358

**Call Details**  
 Call from: +1 (651) 413-6624  
 Call to: +1 (651) 558-1358  
 Time of call: 2023-09-28 20:50:32 UTC  
 Called by: Sarah Haas  
 Length of phone call: 10 minutes, 49 seconds

**Sarah Haas** September 28, 2023 at 16:03

Internal note

Multiple Assessments. The resident was paying WM and also paid the City. She did not address this previously due to health issues (long covid, husband diagnosed with MS) and personal issues (divorce). Resident tried to reach WM and was on the phone for 1.5 hours. Request payment history from WM and from assessments. Resident is going to email her proof of payment.

230109 Delinquent Garbage Bill January to March 2023 0.00% 8/23/2023 1 \$71.84 \$71.84

**Fees and Pending Assessments (Payments are accepted)**

Project Number	Improvement	Pending Date	Term Years	Pending Amount	Select to Pay Partial Payment Accepted
CG2301A1	Delinquent Garbage Bill October to December 2022	1/5/2023	1	\$68.18	
CG2303A2	Delinquent Garbage Bill April to June 2023	4/12/2023	1	\$71.84	
<b>Pending Balance Due:</b>				<b>\$140.02</b>	<b>\$0.00</b>

**Sarah Haas** September 28, 2023 at 16:24

Internal note

[#205406](#) has proof of payment

**Lydia Campbell** October 4, 2023 at 15:39

Internal note

**230109 LEVIED: Delinquent Garbage Bill January to March 2023 0.00% 8/23/2023 1 \$71.84 \$71.84**

Project Number	Improvement	Pending Date	Term Years	Pending Amount
CG2301A1	Delinquent Garbage Bill October to December 2022	1/5/2023	1	\$68.18
CG2303A2	Delinquent Garbage Bill April to June 2023	4/12/2023	1	\$71.84

**Lydia Campbell** October 17, 2023 at 12:45

Lindsay,

I am so sorry for the delay in my response. The hauler did not reply to us until October 5 and then it fell off my radar due to other duties. Based off the information that you shared showing that you did not have any missed payments, I plan to recommend that the assessment for April-June 2023 be removed. That said, I am new to my position, so I need to check before confirming that I can do this for you. I will also check on my ability to remove the two assessments prior: October-December 2022 & April-June 2023. I am also waiting on Waste Management to reply to my latest inquiry asking if they have anything to add or dispute.

If you disagree with the recommendation that I end up making, you are welcome to contest it at a legislative hearing. Please let me know if you would like the details of how to do so.

I will be in touch within the week to follow up. Again, I apologize for the delay in my reply.

Lydia

City of Saint Paul  
 Department of Public Works - Garbage  
 651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
[stpaul.gov/garbage](http://stpaul.gov/garbage)

**Lydia Campbell** October 26, 2023 at 11:24

Internal note

**Lydia Campbell** November 2, 2023 at 10:39

Lindsay,

I wanted to give you an update about the assessments on your account for delinquent garbage bills.

Both of the levied assessments (Oct-Dec 2022 & Jan-Mar 2023) were approved for removal and were supposed to be sent to City Council for approval yesterday. If they weren't sent to council yet, I will follow up with the assessments office.

The pending assessment for Apr-Jun 2023 will go to a legislative hearing on January 11, 2023. At the hearing, I will recommend a removal of the full amount and expect that it will be approved.

You are welcome to attend the hearing in-person or by phone, but you do not need to. If you would like to attend, please let me know.

One additional question-- Did Waste Management credit you for the quarter in which you stated you paid twice?

Thank you,

Lydia

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

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**Lydia Campbell** November 2, 2023 at 10:53

Lindsay,

As a correction to my last email, the legislative hearing is on **January 11, 2024**.

Lydia

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**Lindsay Dukes** November 2, 2023 at 11:36

Thank you Lydia!  
No, they did not.

Lindsay Dukes (she/her)  
freelance media makeup artist  
2161 University Ave W, Ste. 204  
St. Paul, MN 55114  
[www.lindsaydukesmakeupartistry.com](http://www.lindsaydukesmakeupartistry.com)  
651-558-1358  
pics of your dog, please

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**Lydia Campbell** November 2, 2023 at 11:50

Thank you for that follow-up. I will reach out to Waste Management asking why they did not reimburse that payment or credit your account.

Lydia

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