

#1726422 359 Fuller Ave - Q4 202 Billing Adjustment - Cart Count

Submitted	Received via	Requester
March 23, 2026 at 1:26 PM	Voicemail	Tom Lee Thao <thaotomlee399@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.1152,44.95413	359 Fuller Ave, Apartment 1-2, St. Paul, Minnesota, 55103	No

Other Telephone	Other Name	License Plate: State	Do you need an interpreter?
16513131285	Tom Lee Thao	Minnesota	No

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

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Billing Inquiry	5104	137

Language	Language confidence	Adjustment Approved	Original Amount Billed
English	High	Yes	226.38

Reason for adjustment	New Amount Billed	Billing Quarter
Incorrect Cart Count	113.19	Multiple Quarters

Tom Lee Thao March 23, 2026 at 1:26 PM

Internal note

Voicemail from +1 (651) 313-1285

Call Details:

Call from: +1 (651) 313-1285

Call to: +1 (651) 372-8578

Time of call: 2026-03-23 18:22:36 UTC

Location: Minnesota, United States

Answered by: Unknown

Length of phone call: 3 minutes, 35 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA4aeb3db3047eab720ba7166c7ad95a43/twilio/voice/mail/recording>

system March 23, 2026 at 1:26 PM

Internal note

Call transcript:

0
0 Hi. This is, uh, Tom Lee Tao calling. Um, my address is 359 Fuller Avenue, Saint Paul,
: **Customer** Minnesota 55103. Uh, I'm having questions about my garbage, uh, collection, uh, bill
0 here. It seems like I'm 64 gallon cart a weekly.
2
0
0 Quantities is 2 at \$82.17, and my bill is at \$1.64 34. You guys can give me a callback at
: **Customer** (651) 313-1285. Thank you so much. Bye.
2
1

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Sophia Yang March 24, 2026 at 2:44 PM

Internal note

Outbound call to +1 (651) 313-1285

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 313-1285

Time of call: 2026-03-24 19:36:52 UTC

Called by: Sophia Yang

Length of phone call: 7 minutes, 59 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA36dc562a50a8ef701f3dc8e0ab28eb7a/twilio/recording>

Sophia Yang March 24, 2026 at 2:46 PM

Internal note

PO is being charged for 2 garbage carts when he only has one cart for the last couple of years. This is no longer a 2-unit home. It's a single dwelling. He is disputing the charges for the 3Q and 4Q bills.

Melanie Harding March 25, 2026 at 8:38 AM

Hello Tom,

I am looking into your report of billing error on your garbage service. I don't see you listed as the property owner at 359 Fuller Ave. **How are you connected to this property?**

NOTE: You are reporting this as a single-family dwelling, but Ramsey County still lists it as a 2-family dwelling, and we get our records from Ramsey County. I'm attaching a screenshot with this email so you can see it. If the home has been converted to single-family and you've worked with the County to officially change the classification, you should reach out to them to correct this error. In the meantime, we can sign you up for our Cart Sharing Program, so you aren't required to have 2 carts at the property.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Tom Lee Thao March 25, 2026 at 8:50 AM

Hello ,
I am connected to the property by renting the property. And I'm on the Lease of the property
I am the tenant.

My Landlord name is Tai Yang.

Tom Lee Thao March 25, 2026 at 8:51 AM

Hello please call me , thank you

I prefer email and phone calls

651 313 1285

Tom Lee Thao March 25, 2026 at 11:50 AM

Hello , I also would like to know what my bill is and how much do I owe to pay it off asap please.

Thank you.

Melanie Harding March 27, 2026 at 3:01 PM

Internal note

Outbound call to +1 (651) 313-1285

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 313-1285

Time of call: 2026-03-27 20:01:06 UTC

Called by: Melanie Harding

Length of phone call: 30 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA22d32156f0e183ea37fe853c8951ee82/twilio/recording>

Melanie Harding March 27, 2026 at 3:12 PM

Internal note

Outbound call to +1 (651) 313-1285

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 313-1285

Time of call: 2026-03-27 20:10:41 UTC

Called by: Melanie Harding

Length of phone call: 1 minute, 59 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA15d7768962d41088953261c301225cb0/twilio/recording>

Melanie Harding March 27, 2026 at 3:13 PM

Internal note

Left Tom a message to call back. Tenant cannot make changes to garbage service level. Need to confirm number of carts at property. Need to sign them up for Cart Sharing if they only have 1 cart.

Melanie Harding March 30, 2026 at 9:27 AM

Internal note

Tom called back in ticket [#1736343](#) and left a message to call him back.

Melanie Harding March 30, 2026 at 9:47 AM

Internal note

Outbound call to +1 (651) 313-1285

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 313-1285

Time of call: 2026-03-30 14:40:00 UTC

Called by: Melanie Harding

Length of phone call: 7 minutes

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA0cc77aa3a727f4c140364a52cc5947ba/twilio/recording>

Melanie Harding March 30, 2026 at 9:51 AM

Internal note

Spoke with Tom by phone. He is the tenant. He says there has only ever been 1 cart there. We show 64(2) so we need to make a correction to our Base File. The PO gives him the garbage bill to him to pay, so we also need to adjust Q3 and Q4 bills to reflect just 1 cart. I told him we would adjust Q3 and Q4 and let him know the new amount to pay.

He also says the house has been converted to a single-family dwelling. I told him it's still showing as a 2-family dwelling with Ramsey County. He is going to talk to the PO about getting that corrected with the County. In the meantime, I am enrolling them in the Cart Sharing Program since they only have 1 cart.

Melanie Harding March 30, 2026 at 9:52 AM

Internal note

Creating side ticket to register them for Cart Sharing.

Melanie Harding March 30, 2026 at 10:04 AM

Hello Tom,

Based on our phone conversation this morning, I understand you have just 1 medium, 64-gallon cart at 359 Fuller Ave but we are billing for 2 medium carts. I understand you are not the PO but you are the one paying the garbage bills and you need to pay the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) bills. I will adjust the cart in our system now, so future billing is accurate. I am also passing this issue over to our billing specialist who will adjust the Quarter 4 bill and let you know the new amount to pay. For Quarter 3, we will probably need to get the property owner involved since it has been so long since it was issued. Our billing specialist will get back to you

with details. You should hear from her within 1 week.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding March 30, 2026 at 10:11 AM

Internal note

Property has 64(1) but we are billing for 64(2). Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust Quarter 4 bill and let the TENANT (Tom Thao) know the new amount to pay since he is the one paying the garbage bills. We also overcharged for Q3 which hasn't been paid either. Please let Tom know how to get Q3 bill adjusted through legislative hearing if he wants to do that.

NOTE: Enrolled them in cart-sharing. Tenant says house was converted to single-family but Beacon still shows as 2-family dwelling.

Jillian Barden April 1, 2026 at 10:28 AM

Hello Tom,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. Overpaid amounts are not automatically refunded; they are applied as a credit to the next garbage invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$226.38
- Corrected Invoice Amount: \$113.19

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage