

#1689195 930 LAUREL AVE - Q2 2025 Refund Inquiry - Cart Count

Submitted Received via Requester
March 4, 2026 at 9:15 AM Inbound phone Harini Mody <modyhp98@gmail.com>

CCs

Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>

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?	Other Telephone
-93.13959,44.9448	930 Laurel Ave, St. Paul, Minnesota, 55104	No	18042447467

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
022823240102	Quarter 2 (April - June)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
496.15	250118	9:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was charged for six 35 gallon carts, but only has three at the property	04/09/2026

Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Harini Mody	No

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
Yes

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

Staff Comments

The previous hauler reported six 35 gallon carts at this address, but the resident states they only have three 35 gallon carts. This discrepancy likely stems from a data import error during the account transfer. The PO has been paying the assessments and did not realize there was a discrepancy until February 2026. PW has corrected the Quarter 3 and Quarter 4 bills, and PO is requesting an adjustment to the Quarter 2 2025 bill. Staff recommends reducing assessment to \$248.07

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 1	04/15/2026	Yes	No

Project Number	Service Level	Please select the reason you are contacting the solid waste team
CG25Q2B1	35 gallons (weekly)	Billing or Assessments

Billing Year	What is your billing or assessment question?	Total time spent (sec)
2025	Billing Inquiry	2961
Time spent last update (sec)	Billing Quarter	Hauler
958	Quarter 2 (April 1 – June 30)	FCC Environmental

Sophia Yang March 4, 2026 at 9:15 AM

Internal note

Call from: +1 (804) 244-7467
 Call to: +1 (651) 372-8578
 Time of call: March 4, 2026 at 3:13:07 PM UTC
 Answered by: Sophia Yang

Sophia Yang March 4, 2026 at 9:21 AM

Internal note

Inbound call from +1 (804) 244-7467
 Call Details:
 Call from: +1 (804) 244-7467
 Call to: +1 (651) 372-8578
 Time of call: 2026-03-04 15:13:07 UTC
 Location: Mechanicsville, Virginia, United States
 Answered by: Sophia Yang
 Length of phone call: 8 minutes, 24 seconds
 Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAe6bfd4d03da4373f346b07f43894102/twilio/call/recording>

Sophia Yang March 4, 2026 at 9:23 AM

Internal note

She says she overpaid for Q2 and would like to get a refund.

Jillian Barden March 23, 2026 at 4:02 PM

Internal note

Project No.	Assessment No.	Pending Date	Invoice Mailed	Legislative Hearing	Time	LH Notice Mailed	Public Hearing	Parcel Count in Project	Charge Amount	Beginning Parcel	Ending Parcel
CG25 Q2B1	250118	5/27/2025	7/31/2025	11/13/2025	9:00	10/17/2025	12/17/2025	13,122	\$1,625,521.35	01-28-23-11-0023	08-28-22-44-0021

Jillian Barden March 24, 2026 at 2:47 PM

Internal note

Outbound call to +1 (804) 244-7467
 Call Details:
 Call from: +1 (651) 413-6624
 Call to: +1 (804) 244-7467
 Time of call: 2026-03-24 19:45:40 UTC
 Called by: Jillian Barden

Length of phone call: 1 minute, 25 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA62bdd98aefe8385d06e477a9cc86e019/twilio/recording>

Jillian Barden March 24, 2026 at 2:59 PM

Hi Harini

I just called and left you a message, but I wanted to apologize in the delay with getting back to you sooner. I had to work with our Office of Financial Services and our City Council office to best determine how to adjust your Quarter 2 bill. I need to write up a Staff Report and present it at our next legislative hearing session on the morning of April 9. You are not required to attend, as I have enough information here to recommend removal, however I cannot promise or guarantee an outcome.

If the reduction is approved, the Assessment Office would issue a refund to you. You could have the refund applied to the Quarter 1 bill or you could have a check printed and mailed out to you/ It can take months to print and mail out a refund, and only about a week to have a credit applied to the account.

Legislative hearings are done via teleconference. If you decide to attend, we would call you between 9am and 10am. I will read in the Staff Report, which included supporting information like the fact we adjusted your Quarter 3 and Quarter 4 bills, and other information, and you would have a moment to speak. If you plan on attending, please reply to this email with the best number to contact you.

Let me know if you have any questions

Thank you,

Jillian

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

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

Harini Mody March 26, 2026 at 3:12 PM

Hi Jillian,

Sorry I didn't get back to you sooner.

For the hearing, I will be out of the country from 4/3-4/19, so I won't be able to attend the hearing. If the reduction does get approved, credit is preferred.

I really appreciate you working on this for us!!

Please let me know if there's anything you need from me!

Harini

Jillian Barden March 26, 2026 at 3:33 PM

Hi Harini

Sounds good. I will email you a day or two after the hearing with the results. If you have questions, feel free to reach out

Safe travels

Thank you,

Jillian

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

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

Support software by Zendesk