

#1737617 359 Fuller Ave - Q3 Legislative Hearing - Cart Count and Trash Bags

Submitted	Received via	Requester
March 30, 2026 at 10:32 AM	Side conversation	Tom Lee Thao <thaotomlee399@gmail.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	Garbage Assessments	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	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
16513131285	362923420076	Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
226.38	260134	11:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO charged for two 64 gallon carts but reports one at the property	04/09/2026

Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Tom Lee Thao	Yes

Garbage Invoice Dates (i.e. January 1- March 31)
July 1, 2025 - September 3, 2025

Staff Comments

The previous hauler reported two carts at this address during the City's transition, but the resident states they only have one. This discrepancy likely stems from a data import error during the account transfer. Resident states house was converted to single-family but Beacon still shows as 2-family dwelling. Staff recommends reducing assessment to \$

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	License Plate: State
Ward 1	04/15/2026	Yes	Minnesota

Do you need an interpreter?	Project Number	Service Level
No	CG25Q3B5	64 gallons (weekly)

Please select the reason you are contacting the solid waste team **Billing Year**

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Billing Inquiry	2288	649

Language	Language confidence	Billing Quarter	Hauler
English	High	Multiple Quarters	FCC Environmental

Jillian Barden March 30, 2026 at 10:32 AM

charged for 64x2 but reports one at the property

From: Melanie (City of Saint Paul) <support@saintpaul.zendesk.com>

Date: Mon, Mar 30, 2026 at 10:11 am

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 10:32 AM

Hi Tom

Thank you for reaching out about your garbage bill. The Quarter 3 bill has already been approved by council, so a legislative hearing is now required to make any adjustments. I will recommend a reduction at the next hearing on April 9. You are not required to attend because I have enough information to recommend a reduction, however I cannot promise or guarantee the results as well.

As soon as the hearing is over on April 9, I will reach out again and let you know the results. Let me know if you have any other questions.

Thank you,

Jillian

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

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

Jillian Barden April 5, 2026 at 5:25 PM

asking about 4 bags from July

Internal note

Jillian Barden April 6, 2026 at 8:45 AM

Hi Tom

There were four extra bags picked up on July 17 and appear on the Quarter 3 invoice as well. I asked the hauler to provide an image of the bags, and I have attached the image to this email. The hauler stated we can reduce the bag fees from four bags, down to two bags. I will also ask for bag charges to be reduced at the legislative hearing this week.

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