



City of Saint Paul

15 West Kellogg Blvd.
Saint Paul, MN 55102

Meeting Agenda

Legislative Hearings

Marcia Moermond, Legislative Hearing Officer
Mai Vang, Hearing Coordinator
Joanna Zimny, Executive Assistant
legislativehearings@ci.stpaul.mn.us
651-266-8585

Thursday, April 9, 2026

9:00 AM

Room 330 City Hall & Court House/Remote

9:00 a.m. Hearings

Special Tax Assessments

- 1 [RLH TA
26-85](#) Ratifying the Appealed Special Tax Assessment for property at 320 MICHIGAN STREET. (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)
Sponsors: Noecker
Attachments: [320 Michigan Street.Email Exchange with Hauler](#)
[320 Michigan Street.Q3 2025 Assessment Inquiry](#)
- 2 [RLH TA
26-86](#) Ratifying the Appealed Special Tax Assessment for property at 176 MISSISSIPPI RIVER BOULEVARD NORTH (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)
Sponsors: Coleman
Attachments: [176 Mississippi River Boulevard North.Ticket #1038879.UDRF Hold on Wrong F](#)
[176 Mississippi River Boulevard North.Ticket #1631132.Billing Inquiry](#)
[176 Mississippi River Boulevard North.Ticket #1733799.Q4 2025 Adjsutment](#)
[176 Mississippi River Boulevard North.Ticket #1733803.UDRF Hold](#)
- 3 [RLH TA
26-92](#) Ratifying the Appealed Special Tax Assessment for property at 81 WESTERN AVENUE SOUTH. (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)
Sponsors: Noecker
Attachments: [81 Western Avenue South.Email Exchange with Hauler](#)
[81 Western Avenue South.Q3 2025 Assessment Dispute Inquiry](#)
[81 Western Avenue South.Q3 2025 Billing Adjustment](#)
[81 Western Avenue South.Q3 2025 Charges Inquiry.Followup](#)

10:00 a.m. Hearings

- 4 [RLH TA
26-87](#) Ratifying the Appealed Special Tax Assessment for property at 856 ALBERMARLE STREET. (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)
Sponsors: Bowie
Attachments: [856 Albermarle Street.Hauler Service photo from March 13 2026](#)
[856 Albermarle Street.Supplemntal Information](#)
[856 Albermarle Street.Ticekt #1742221.Q3 2025 Assessment Inquiry](#)
- 5 [RLH TA
26-83](#) Ratifying the Appealed Special Tax Assessment for property at 1020 ARUNDEL STREET (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)
Sponsors: Kim
Attachments: [1020 Arundel Street.Email Exchange with Hauler](#)
[1020 Arundel Street.Ticket #1738348.Q4 Billing Adjustment](#)
[1020 Arundel Street.Ticket #1740555.Q3 2025 Assessment Inquiry](#)
- 6 [RLH TA
26-88](#) Ratifying the Appealed Special Tax Assessment for property at 1796 NEVADA AVENUE EAST (File No. CG25Q3B3, Assessment No. 260132) (April 9, 2026 Legislative Hearing)
Sponsors: Yang
Attachments: [1796 Nevada Avenue East.Q2 2025 Billing Adjustment](#)
[1796 Nevada Avenue East.Q3 2025 Assessment Inquiry](#)
[1796 Nevada Avenue East.UDRF Hold](#)
- 7 [RLH TA
26-84](#) Ratifying the Appealed Special Tax Assessment for property at 1058 WESTERN AVENUE NORTH. (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)
Sponsors: Kim
Attachments: [1058 Western Ave N.Email Exchange with Hauler](#)
[1058 Western Ave N.Ticket #1738358.Q4 2025 Billing Adjustment](#)
[1058 Western Ave N.Ticket #1740533.Q3 2025 Assessment Inquiry](#)

11:00 a.m. Hearings

- 8 [RLH TA
26-89](#) Ratifying the Appealed Special Tax Assessment for property at 359 FULLER AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 6, 2026 Legislative Hearing)
Sponsors: Bowie
Attachments: [359 Fuller Avenue.Email Exchange with Hauler](#)
[359 Fuller Avenue.Q3 2025 Assessment Inquiry](#)
[359 Fuller Avenue.Q4 2025 Billing Adjustment](#)
- 9 [RLH TA
26-91](#) Ratifying the Appealed Special Tax Assessment for property at 817 IGLEHART AVENUE (File No. CG25Q3B5, Assessment No. 260134)

(April 9, 2026 Legislative Hearing)

Sponsors: Bowie

Attachments: [817 Iglehart Avenue.Q3 Assessment Inquiry](#)
[817 Iglehart Avenue.Q4 2025 Billing Adjustment](#)

- 10 [RLH TA 26-93](#) Ratifying the Appealed Special Tax Assessment for property at 578 LAFOND AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

Sponsors: Bowie

Attachments: [578 Lafond Ave.Q3 2025 Assessment Inquiry](#)
[578 Lafond Ave.Q4 2025 Billing Adjsutment](#)

- 11 [RLH TA 26-90](#) Ratifying the Appealed Special Tax Assessment for property at 299 SHERBURNE AVENUE. (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

Sponsors: Bowie

Attachments: [299 Sherburne Avenue.Q3 2025 Assessment Inquiry](#)
[299 Sherburne Avenue.Q4 2025 Billing Adjustment](#)
[299 Sherburne Avenue.UDRF Service Hold](#)

Staff Reports

- 12 [SR 26-58](#) Review Request of Ratifying the Appealed Special Tax Assessment for property at 930 LAUREL AVENUE adopted by Council on December 17, 2025 under File RLH AR 25-99. (File No. CG25Q2B1, Assessment No. 250118)

Sponsors: Bowie

Attachments: [930 Laurel Avenue.Email Exchange with CC.03.23.2026](#)
[930 Laurel Avenue.Email Exchange with CC](#)
[930 Laurel Avenue.Email Exchange with MO.03.20.2026](#)
[930 Laurel Avenue.Q2 2025 Correction Inquiry](#)
[930 Laurel Avenue.Q2 2025Hearing Request](#)
[930 Laurel Avenue.Q3 and Q4 2025 Billing Adjsutments](#)



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-85

File ID: RLH TA 26-85

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 2

**Contact
Number:**

In Control: City Council

File Created: 04/02/2026

File Name: 320 MICHIGAN STREET

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 320 MICHIGAN STREET. (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)

Notes: PO will not attend
Joshua Howe
(763) 706-7501

Agenda Date: 04/15/2026

Agenda Number: 1

Sponsors: Noecker

Enactment Date:

Attachments: 320 Michigan Street.Email Exchange with Hauler,
320 Michigan Street.Q3 2025 Assessment Inquiry

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File RLH TA 26-85

Ratifying the Appealed Special Tax Assessment for property at 320 MICHIGAN STREET. (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B1, Assessment No. 260130) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Joshua Howe

Cost: \$234.45

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: 64 gallon and 35 gallon

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged full rate for a 35 gallon cart when they only had the cart for a couple of weeks

Staff Comments: PO requested a cart and was charged full rate for the quarter when the charge should have been for only 5 weeks. Staff recommends reducing the Q3 2025 assessment to \$182.97

320 Michigan St, St. Paul, Minnesota, 55102 - Extra Bags Inquiry

Email side conversation - #1699744 320 Michigan St - Q3 2025 Billing Inquiry - Trash Bags

Created at	Author	Status
March 16, 2026 at 08:27	Jillian Barden	Open

Participants

Jillian Barden, Jeremy Prescott, Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC

Jillian Barden via Support March 16, 2026 at 08:27

To: Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC, Jeremy Prescott

Hello,

This PO is disputing the extra bag fees on the account. Can you please provide an image?

PID: 012823430230

Date: July 1, August 5, August 28

Bags: 7

Cart: 35 and 64

Thank you,

Jillian

Sheelah Vang - FCC via email March 17, 2026 at 07:47

To: Jillian Barden, Alyssa Pearl - FCC, Catherine Brunn, FCC, Jeremy Prescott







FCC information security awareness: This is an incoming mail from an EXTERNAL SENDER. Please, be careful and verify the sender before opening attachments or links.

Support Software by **Zendesk**

#1714621 320 Michigan St - Q3 Legislative Hearing Inquiry - Cart Count

Submitted March 18, 2026 at 1:42 PM
Received via Side conversation
Requester Joshua Howe

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	Garbage Assessments	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.11327,44.93454	320 Michigan St, St. Paul, Minnesota, 55102	No	17637067501

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
012823430230	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
234.45	260130	9:00

Stated Reason for Appeal (if given)

PO was charged full rate for a 35 gallon cart when they only had the cart for a couple of weeks

Date of LH (MM/DD/YYYY)	Other Name
04/09/2026	Joshua Howe

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
No

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

Staff Comments

PO requested a cart and was charged full rate for the quarter when the charge should have been for only 5 weeks. Staff recommends reducing the Q3 2025 assessment to \$182.97

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 2	04/15/2026	Yes	No

Project Number **Service Level** **Please select the reason you are contacting the solid waste team**
CG25Q3B1 64 gallons (weekly) Billing or Assessments

Billing Year **What is your billing or assessment question?** **What were you charged for?**
2025 Extra Charges on My Bill Extra Carts, Garbage Bags

Total time spent (sec) **Time spent last update (sec)** **Language** **Language confidence** **Billing Quarter**
2891 25 English High Multiple Quarters

Hauler

FCC Environmental

Jillian Barden March 18, 2026 at 1:42 PM

PO requested additional 35-gal cart. We delivered it on 7/5/25. Then he requested removal of the cart, which we completed on 7/29/25. We are still billing for the 35-gal cart. Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust Q4 bill and let PO know the new amount to pay. He is also contesting Q3 for the cart charge and extra garbage bags.

Jillian Barden March 18, 2026 at 2:34 PM

Hello Joshua

Thank you for contacting the City of Saint Paul about your Quarter 3 2025 garbage bill. This letter was not sent to you in error and there is a payment due to the City for garbage service. However, it sounds like there is an error in the garbage bill. You requested a small cart in July and it was removed five weeks later.

Correct prorated Cart charges: \$144.40

This includes 5 weeks for the small cart and 13 weeks for the medium cart. The small cart charges are \$31.21 for Quarter 3.

Bag Charges: \$38.57

There were seven extra bags collected on July 1, August 5, August 28, which is why you were charged for extra bags. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe you were billed for extra bags in error, please reply to this email. I have attached images to this email.

We can correct the billing for the cart charges at a legislative hearing on the morning of April 9. You are not required to attend as I have enough information to recommend reducing the bill from \$234.45 to \$182.97.

Original Q3 2025 charges: \$234.45

- 64 gallon cart: \$113.19
- 35 gallon cart: \$82.69
- Seven trash bags: \$38.57

Recommended Q3 2025 correction: \$182.97

- 64 gallon cart: \$113.19
- 35 gallon cart: \$31.21
- Seven trash bags: \$38.57

Let me know if you have any questions

Thank you,
Jillian

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

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-86

File ID: RLH TA 26-86

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 2

**Contact
Number:**

In Control: City Council

File Created: 04/02/2026

File Name: 176 MISSISSIPPI RIVER BOULEVARD NORTH

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 176 MISSISSIPPI RIVER BOULEVARD NORTH (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)

Notes: PO will not attend
Nick Kluge
(612) 231-3641

Agenda Date: 04/15/2026

Agenda Number: 2

Sponsors: Coleman

Enactment Date:

Attachments: 176 Mississippi River Boulevard North.Ticket #1038879.UDRF Hold on Wrong Property, 176 Mississippi River Boulevard North.Ticket #1631132.Billing Inquiry, 176 Mississippi River Boulevard North.Ticket #1733799.Q4 2025 Adjsutment, 176 Mississippi River Boulevard North.Ticket #1733803.UDRF Hold

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File RLH TA 26-86

Ratifying the Appealed Special Tax Assessment for property at 176 MISSISSIPPI RIVER BOULEVARD NORTH (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B1, Assessment No. 260130) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Nick Kluge

Cost: \$113.19

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2026 - September 30, 2026

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2026 - September 30, 2026

Garbage Hauler: FCC Environmental

Service Level: 64 gallon

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): UDRF requested to start on April 7, 2025 but was applied to the wrong property

Staff Comments: This PO requested a long-term hold for renovations, but it was applied to the wrong address. Staff recommends removing assessment

#1038879 SERVICE HOLD - UDRF - 60 Mississippi River Blvd S - 55105 - 4/7/2025

Submitted March 26, 2025 at 8:47 AM
Received via Web form
Requester Nick Kluge <ntkluge@umn.edu>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Recycling	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.19721,44.93969	60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105	No

Other Telephone	Property Type	Start Date - first collection day with no service	Other Name
6122313641	property_sud	2025-04-07	Nick Kluge

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied? One Unit
Do you need an interpreter? No

Service Hold Request Type

Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied

Yes

Is this property currently for sale? No
Please select the reason you are contacting the solid waste team Service Hold

Please select the reason for this Unoccupied Dwelling Request Under Construction/New Build
Property owner or tenant? Property owner

What size cart do you have?

Small (35 gallons)

Lydia Kopf March 26, 2025 at 8:47 AM

4 blue recycling cart 2 - 96; 2 - 64
1 grey garbage cart

Internal note

Lydia Kopf March 26, 2025 at 10:50 AM

Hello Nick (aka Garbage Man),

Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105 as an unoccupied dwelling due to long term construction. Your request has been received and a hold on garbage collection services will begin on 2025-04-07.

Please leave the 1 garbage cart and 4 recycling carts in a location where our crews can access them for removal on April 7.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

Another staff member will follow-up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Lydia

Garbage Program Supervisor (aka Garbage Queen)
Saint Paul - Public Works
651-266-6130 (direct line)

lydia.kopf@ci.stpaul.mn.us | stpaul.gov/garbage

Lydia Kopf March 26, 2025 at 11:05 AM

Internal note

[Jillian Barden](#) -- Original call came to my personal line. 4 recycling carts to remove: 2 - 96gal and 2 - 64gal. 1 garbage cart to remove: 1 - 35gal.

Support software by Zendesk

#1631132 176 Mississippi River Blvd N - Billing Question

Submitted: February 6, 2026 at 9:26 AM
Received via: Closed ticket
Requester: Nick Kluge <ntkluge@umn.edu>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.19835,44.94625	176 Mississippi River Blvd N, St. Paul, Minnesota, 55104	No	16122313641

Start Date - first collection day with no service	Other Name
2025-04-07	Nick Kluge

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied?	Do you need an interpreter?	Service Hold Request Type
One Unit	No	Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied	Is this property currently for sale?
Yes	No

Please select the reason you are contacting the solid waste team	Please select the reason for this Unoccupied Dwelling Request
Service Hold	Under Construction/New Build

Property owner or tenant?	What size cart do you have?	Total time spent (sec)	Time spent last update (sec)
Property owner	Small (35 gallons)	5157	76

Lydia Kopf February 6, 2026 at 9:26 AM

Internal note



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Lydia Kopf
Sent: Friday, February 6, 2026 9:26 AM
To: 'Nick Kluge' <ntkluge@umn.edu>
Subject: RE: [City of Saint Paul] Re: Hello Nick (aka Garbage Man), Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105...

Nick,

I am out of the office today. I will investigate and get back to you early next week.

Thank you,



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Nick Kluge <ntkluge@umn.edu>
Sent: Thursday, February 5, 2026 10:48 AM
To: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: Re: [City of Saint Paul] Re: Hello Nick (aka Garbage Man), Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105...

You don't often get email from ntkluge@umn.edu. [Learn why this is important](#)

Think Before You Click: This email originated **outside** our organization.

Hi Lydia- Could you please review this statement we received, attached below.

This property has returned to being University owned and occupied property and dwelling. Therefore it falls under our purview to self-haul.
Is this something you can assist me with?

Thank you for your time,

On Thu, Mar 27, 2025 at 6:08 PM Nick Kluge <ntkluge@umn.edu> wrote:

Hey Lydia- Thank you so much for your help on this.
One correction though, our property is 176 Mississippi River Blvd. N 55104
We do have it on the scheduled for all the bins to be outside the fence on April 7th

Thanks,

----- Forwarded message -----

From: **Lydia (City of Saint Paul)** <support@saintpaul.zendesk.com>
Date: Wed, Mar 26, 2025 at 10:50 AM
Subject: [City of Saint Paul] Re: Hello Nick (aka Garbage Man), Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105...
To: Nick Kluge <ntkluge@umn.edu>



Your request (1038879) has been updated. To add additional comments, reply to this email.

Lydia (City of Saint Paul)

Mar 26, 2025, 10:50 CDT

Hello Nick (aka Garbage Man),

Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105 as an unoccupied dwelling due to long term construction. Your request has been received and a hold on garbage collection services will begin on 2025-04-07.

Please leave the 1 garbage cart and 4 recycling carts in a location where our crews can access them for removal on April 7.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

Another staff member will follow-up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Lydia

Garbage Program Supervisor (aka Garbage Queen)
Saint Paul - Public Works
651-266-6130 (direct line)

lydia.kopf@ci.stpaul.mn.us | stpaul.gov/garbage

This email is a service from City of Saint Paul.
[WR51GK-XL2LP]

Lydia Kopf February 6, 2026 at 9:29 AM

Q4 2025 Invoice for 176 Mississippi River Blvd N (052823210028): 64gal (x1): \$113.19

Internal note

Lydia Kopf March 8, 2026 at 11:20 PM

[Jillian Barden](#) -- Can you look into this one? It got buried in my queue while I was out the first two weeks of Feb. If it needs mgr follow-up, I can dig in when I'm back. Thanks!

Internal note

Jillian Barden March 12, 2026 at 9:17 AM

Hi Nick

Lydia has been in and out of the office the last few weeks, and I am trying to follow up on some of her open items. I have a few questions:

1. It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct?
2. The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site?
3. When did the property return to being Univeristy owned?

Sorry about the delayed response and thank you for being patient with us while we try and get this figured out

Thank you,

Jillian

Jillian Barden March 12, 2026 at 9:28 AM

Internal note

Notes:

- Wrong address was used on original UDRF request (60 Mississippi Rvr Blvd S - does not exist). UDRF was placed on 60 Mississippi Blvd N instead.
- UDRF was set up to pause billing due to remodel
- Cart removal was set up for 60 Mississippi River Blvd N, but SWW figured out it was the wrong address and collected carts from 176 Mississippi Rvr Blvd N in April 2025
- This ticket was assigned to 176 Mississippi Rvr Blvd S. After much digging, realized it needed to be swapped to 176 Mississippi Rvd Blvd N.

60 Mississippi Rvr Blvd N has not been billed for service since program started, and is marked as a UDRF on billing file
176 Mississippi Rvr Blvd N has been billed for one 64 cart, and Q2 has been certified onto property taxes
176 Mississippi Rvr Blvd N has a Republic Dumpster on site, and it is the residence of the U of M President

Nick Kluge March 23, 2026 at 2:27 PM

Can someone please help me with this? I keep responding but it isn't registering.

here is my email chain;

City of Saint Paul] Re: Hi Nick Lydia has been in and out of the office the last few weeks, and I am trying to follow up on some of her open items. I have a few questions... External Inbox Eastcliff



Jillian Barden (Public Works Garbage) <garbage@ci.stpaul.mn.us>
to me

Thu, Mar 12, 9:17 AM (11 days ago)



Your request (1631132) has been updated. To add additional comments, reply to this email.



Jillian Barden (City of Saint Paul)

Mar 12, 2026, 09:17 CDT

Hi Nick

Lydia has been in and out of the office the last few weeks, and I am trying to follow up on some of her open items. I have a few questions:

1. It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct?
2. The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site?
3. When did the property return to being Univeristy owned?

Sorry about the delayed response and thank you for being patient with us while we try and get this figured out

Thank you,

Jillian

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

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

This email is a service from City of Saint Paul.

[G6303N-ZJ06L]



Nick Kluge <ntkluge@umn.edu>

Fri, Mar 13, 2:58 PM (10 days ago)

to Public

Hi Jillian- Your questions are answered below in **Blue**. Sorry for the delay here, I was on vacation this week.

1. It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct? **The address in question is 176 Mississippi River Blvd**
2. The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site? **The hold was placed due to a remodel/ refresh being done to the property.**
3. When did the property return to being University owned? **The University has owned the property for decades however it was returned to University use around 11/25.**

Thank you,
Nick Kluge



Public Works Garbage

Mon, Mar 16, 10:02 AM (7 days ago)

to me



Hi Nick,

We are just wondering if you've had the chance to review the latest update from Jillian?

Jillian is expecting some further information from you to proceed with this ticket. If you would like to provide an update, or require more time to work through our latest comment, simply reply to this email.

Thank you!



Nick Kluge <ntkluge@umn.edu>

Mon, Mar 16, 11:08 AM (7 days ago)

to Public

I responded to Jillian on Friday at 2:58pm
Have my email responses been reviewed as of this morning?

Thanks,



Public Works Garbage
to me

Wed, Mar 18, 11:01 AM (5 days ago)



Hi Nick,

We contacted you a couple of days ago to see if you had a chance to review the latest update from Jillian.

We haven't heard back so we'll solve the ticket for the time being.

Please reach back out whenever you have another question or challenge.

Thank you!



Nick Kluge <ntkluge@umn.edu>
to Public

Wed, Mar 18, 11:07 AM (5 days ago)

Hello- I did respond to Jillian on 3/13 and referenced the email again on 3/16.
If it is lost in your system or you cannot view this same email thread I am seeing- here was the 3/13 response.

*Hi Jillian- Your questions are answered below in **Blue**. Sorry for the delay here, I was on vacation this week.*

1. *It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct? **The address in question is 176 Mississippi River Blvd***
2. *The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site? **The hold was placed due to a remodel/ refresh being done to the property.***
3. *When did the property return to being Univeristy owned? **The University has owned the property for decades however it was returned to University use around 11/25.***

*Thank you,
Nick Kluge*

Jillian Barden

March 24, 2026 at 4:03 PM

Hi Nick

I received this latest email that you sent

t in. I am totally not sure what happened to your earlier reply, but I see your answers now. Let me work on this for the next couple of days and try to find a resolution for your situation.

We will be in touch

Thank you,

Jillian

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

Jillian Barden March 26, 2026 at 2:04 PM

Hi Nick

I am going to reinstate the hold at 176 Mississippi River Blvd. It is a long term hold. The long term hold will eliminate quarterly billing but you will still have the annual fees on your property taxes. There is no way to remove the annual fees, as every home in Saint Paul is required to pay them. The garbage fee this year is \$43.50 and the recycling fee is \$172.76.

I will be sending a few separate emails over to you for the hold and to correct billing. If you decide to set up service in the future, please reach out and let us know.

Thank you,

Jillian

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

#1733799 176 Mississippi River Blvd N - Q4 2025 Billing Adjustment - UDRF not Applied

Submitted	Received via	Requester			
March 26, 2026 at 2:02 PM	Side conversation	Nick Kluge <ntkluge@umn.edu>			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.19835,44.94625	176 Mississippi River Blvd N, St. Paul, Minnesota, 55104	No

Other Telephone	Start Date - first collection day with no service	Other Name
16122313641	2025-04-07	Nick Kluge

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied?	Ward	Do you need an interpreter?
One Unit	Ward 4	No

Service Hold Request Type

Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied

Yes

Is this property currently for sale?	Please select the reason you are contacting the solid waste team
No	Billing or Assessments

Billing Year	What is your billing or assessment question?
---------------------	---

2025	Service Hold Not Applied
------	--------------------------

What kind of service hold did you request?	What was the requested start date?
---	---

Unoccupied Dwelling Registration - over 26 weeks	2025-04-01
--	------------

Please select the reason for this Unoccupied Dwelling Request	Property owner or tenant?
--	----------------------------------

Under Construction/New Build	Property owner
------------------------------	----------------

What size cart do you have?	Total time spent (sec)	Time spent last update (sec)	Adjustment Approved
Small (35 gallons)	181	181	Yes

Original Amount Billed	Reason for adjustment	New Amount Billed	Billing Quarter
113.19	UDRF Request Not Applied	0.0	Multiple Quarters

Jillian Barden March 26, 2026 at 2:02 PM

bill correction

Jillian Barden March 26, 2026 at 2:07 PM

Hello Nick,

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: \$113.19
- Corrected Invoice Amount: \$0

Thank you,

Jillian

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

stpaul.gov/garbage

Support software by Zendesk

#1733803 SERVICE HOLD - UDRF - 176 Mississippi River Blvd N - 4/1/2025

Submitted March 26, 2026 at 2:03 PM **Received via** Side conversation **Requester** Nick Kluge <ntkluge@umn.edu>
Status category Pending **Ticket status** Pending - Future Event **Type** Question **Priority** Normal **Group** PW - Garbage **Assignee** Jillian Barden

Latitude/Longitude -93.19835,44.94625 **Location** 176 Mississippi River Blvd N, St. Paul, Minnesota, 55104 **Is this a repeat report?** No

Other Telephone 16122313641 **Start Date - first collection day with no service** 2025-04-07 **Other Name** Nick Kluge

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied? One Unit **Ward** Ward 4 **Do you need an interpreter?** No

Service Hold Request Type

Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied

Yes

Is this property currently for sale? No **Please select the reason you are contacting the solid waste team** Service Hold

Please select the reason for this Unoccupied Dwelling Request Under Construction/New Build **Property owner or tenant?** Property owner

What size cart do you have? Small (35 gallons) **Total time spent (sec)** 43 **Time spent last update (sec)** 43

Jillian Barden March 26, 2026 at 2:03 PM

Hold

Jillian Barden March 26, 2026 at 2:08 PM

Hello Nick,

Thank you for contacting the City of Saint Paul to register One Unit at the address 176 Mississippi River Blvd N, St. Paul, Minnesota, 55104 as an unoccupied dwelling due to Under Construction/New Build. Your request has been received and a hold on garbage collection services will begin on 2025-04-01.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

A staff member will follow-up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Jillian

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-92

File ID: RLH TA 26-92

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 1

**Contact
Number:**

In Control: City Council

File Created: 04/06/2026

File Name: 81 WESTERN AVENUE SOUTH

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 81 WESTERN AVENUE SOUTH. (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)

Notes: PO will attend by phone
S Melaine Schwahn-Doyle
(612) 450-6586

Agenda Date: 04/15/2026

Agenda Number: 3

Sponsors: Noecker

Enactment Date:

Attachments: 81 Western Avenue South.Email Exchange with Hauler, 81 Western Avenue South.Q3 2025 Assessment Dispute Inquiry, 81 Western Avenue South.Q3 2025 Billing Adjustment, 81 Western Avenue South.Q3 2025 Charges Inquiry.Followup

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

Text of Legislative File RLH TA 26-92

Ratifying the Appealed Special Tax Assessment for property at 81 WESTERN AVENUE SOUTH. (File No. CG25Q3B1, Assessment No. 260130) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B1, Assessment No. 260130) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: S Melaine Schwahn-Doyle

Cost: \$115.75

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level:

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO states the photo shows her 35 gallon cart and two recycling carts, but states the extra items near her garbage cart are not hers

Staff Comments: The PO confirmed the garbage and recycling carts are her carts in the photo provided by the hauler. However the PO is disputing the extra items placed next to her garbage cart, stating they do not belong to her. PW staff informed the PO that we cannot remove charges for items left in or near her garbage cart. Staff does not recommend reducing assessment.

81 Western Ave S, St. Paul, Minnesota, 55102 - Extra Bags Inquiry

Email side conversation - #1526501 81 Western Ave S - Q3 2025 Billing Inquiry - Trash Bags

Created at	Author	Status
December 8, 2025 at 15:48	Jillian Barden	Open

Participants

Jillian Barden, Greg Revering, Alyssa Pearl - FCC, Sheelah Vang - FCC

Jillian Barden via Support December 8, 2025 at 15:48
To: Greg Revering, Alyssa Pearl - FCC, Sheelah Vang - FCC

Hello,

This PO is disputing the extra bag fees on the account. Can you please provide an image?

PID: 012823310122
Date: August 26
Bags: 6
Cart: 35

Thank you,

Jillian

Alyssa Pearl - FCC via email December 9, 2025 at 07:15
To: Jillian Barden, Greg Revering, Sheelah Vang - FCC

Reduce to 2



#1682706 APRIL 9: 81 WESTERN AVE S - Q3 2025 Legislative Hearing - Extra Bags

Submitted February 27, 2026 at 11:04 AM **Received via** Inbound phone **Requester** S Melaine Schwahn-Doyle <shamiere@yahoo.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.11637,44.93889	81 Western Ave S, St. Paul, Minnesota, 55102	16124506586	012823310122

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
115.75	260130	9:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO states the photo shows her cart, but the extra items near the cart are not hers	04/09/2026

Other Name

S Melaine Schwahn-Doyle

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

Yes

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

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

July 1, 2025 - September 30, 2025

Staff Comments

The PO confirmed the garbage and recycling carts are her carts in the photo provided by the hauler. However the PO is disputing the extra items placed next to her garbage cart, stating they do not belong to her. PW staff informed the PO that we cannot remove charges for items left in or near her garbage cart. Staff does not recommend reducing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 2	04/15/2026	Yes	No

Project Number	Service Level	Total time spent (sec)	Time spent last update (sec)
----------------	---------------	------------------------	------------------------------

HaulerFCC Environmental

Sophia Yang February 27, 2026 at 11:04 AM

Internal note

Call from: +1 (612) 450-6586

Call to: +1 (651) 413-6624

Time of call: February 27, 2026 at 5:03:47 PM UTC

Answered by: Sophia Yang

Sophia Yang February 27, 2026 at 11:07 AM

Internal note

Consultation call

Initiated by: Sophia Yang

Received by: Jillian Barden

Jillian Barden February 27, 2026 at 11:07 AM

Internal note

Call transferred.

From: Sophia Yang

To: Jillian Barden

Jillian Barden February 27, 2026 at 11:16 AM

Internal note

Inbound call from +1 (612) 450-6586

Call Details:

Call from: +1 (612) 450-6586

Call to: +1 (651) 413-6624

Time of call: 2026-02-27 17:03:47 UTC

Location: Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 13 minutes, 2 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA86cd90ca157a148a16a1a80e53afb4/twilio/call/recording>

Jillian Barden February 27, 2026 at 11:25 AM

Internal note

Following up to make sure we file a Leg Hearing to dispute two bags.

"PO states the photo shows her cart, but the extra items are not hers"

Jillian Barden March 12, 2026 at 10:42 AM

Internal note

Wants to schedule April 9 Layover for hearings

#1526501 81 Western Ave S - Q3 2025 Billing Inquiry - Trash Bags

Submitted December 4, 2025 at 2:07 PM
Received via Inbound phone
Requester S Melaine Schwahn-Doyle <shamiere@yahoo.com>

Status category Solved
Ticket status Solved
Type Question
Priority Normal
Group PW - Garbage
Assignee Jillian Barden

Latitude/Longitude -93.11637,44.93889
Location 81 Western Ave S, St. Paul, Minnesota, 55102
Is this a repeat report? No

Other Telephone 6124506586
Other Name S Melaine
Ward Ward 2
Do you need an interpreter? No

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

What is your billing or assessment question? Extra Charges on My Bill
What were you charged for? Garbage Bags
Total time spent (sec) 2518

Time spent last update (sec) 36
Adjustment Approved Yes
Original Amount Billed 115.75

Reason for adjustment Removing Trash Bag Charges
New Amount Billed 93.71
Billing Quarter Quarter 3 (July 1 – September 30)

Phil Reilly December 4, 2025 at 2:07 PM

Internal note

Call from: +1 (612) 450-6586
Call to: +1 (651) 372-8578
Time of call: December 4, 2025 at 8:06:53 PM UTC
Answered by: Philip Reilly

Phil Reilly December 4, 2025 at 2:19 PM

Internal note

Inbound call from +1 (612) 450-6586
Call Details:
Call from: +1 (612) 450-6586
Call to: +1 (651) 372-8578
Time of call: 2025-12-04 20:06:53 UTC
Location: Minnesota, United States
Answered by: Philip Reilly
Length of phone call: 12 minutes, 22 seconds
Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAc2484af3f02548e7a52b113987a6a96b/twilio/call/recording>

Phil Reilly December 4, 2025 at 2:20 PM

Internal note

PO disputes extra bag charge. Her email does not work, you will have to call her. :)

Jillian Barden December 9, 2025 at 1:28 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2025-12-09 18:57:09 UTC

Called by: Jillian Barden

Length of phone call: 31 minutes, 11 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6f4c986292d23f6f23c843c4d6e604f4/twilio/recording>

Jillian Barden December 9, 2025 at 1:29 PM

Internal note

PO requesting photo to be mailed out.

Wants to dispute remaining fee of \$11.02. Told her to call back in late Feb

- Original Invoice Amount: \$115.75
- Corrected Invoice Amount: \$93.71

FCC billed property for 6 bags, but provided photos showing 2 bags

Support software by Zendesk

#1603971 81 Western Ave S - Trash Bag Inquiry

Submitted: January 28, 2026 at 12:42 PM
 Received via: Voicemail
 Requester: S Melaine Schwahn-Doyle <shamiere@yahoo.com>

Status category: Solved
 Ticket status: Solved
 Type: Question
 Priority: Normal
 Group: PW - Garbage
 Assignee: Jillian Barden

Latitude/Longitude: -93.11635,44.93888
 Location: 81 Western Ave S, St. Paul, Minnesota, 55102
 Is this a repeat report?: No
 Ward: Ward 2

License Plate: State: Minnesota
 Do you need an interpreter?: No

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

What is your billing or assessment question?: Extra Charges on My Bill
 What were you charged for?: Garbage Bags
 Total time spent (sec): 2115

Time spent last update (sec): 1530
 Billing Quarter: Quarter 3 (July 1 – September 30)

S Melaine Schwahn-Doyle January 28, 2026 at 12:42 PM

Internal note

Voicemail from +1 (612) 450-6586
 Call Details:

Call from: +1 (612) 450-6586
 Call to: +1 (651) 413-6624
 Time of call: 2026-01-28 18:36:46 UTC
 Location: Minnesota, United States
 Answered by: S Melaine Schwahn-Doyle
 Length of phone call: 4 minutes, 33 seconds
 Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6421ae1f155825069621f49d9b84f27d/twilio/voice/mail/recording>

Transcription:

Yes, hi, my name is S mcclain and I had spoke with a person named jill in your office about a garbage complaint. I jill indicated she followed up with fcc environmental and she was going to print off and mail the photos that fcc provided it to her. I never did get those. I'm wondering if they, if this was just forgotten. But I would like to one request that that information be sent to me via mail. The 2nd thing was that she told me that I'll get a notice in January. And I, at that point, like I have like 30 days, I could like get a legislative hearing set up or something. So I am calling. So I don't miss any kind of concrete deadlines. I want to appeal the \$11.02 for the garbage overages that were not left. My phone number is 612-450-6586. If someone can please give me a call because I am going

to be out of the country for the majority of February. And I would like to get this on the, on the docket or whatever radar it needs to be on. Thank you. Bye.

Jillian Barden January 28, 2026 at 3:37 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2026-01-28 21:37:08 UTC

Called by: Jillian Barden

Length of phone call: 16 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA7e148bfb3c3ebdaaeecab08da6b9824/twilio/recording>

Jillian Barden January 28, 2026 at 4:01 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2026-01-28 21:39:23 UTC

Called by: Jillian Barden

Length of phone call: 21 minutes, 56 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5ab4fa6196b317618655a5c954a079f8/twilio/recording>

Jillian Barden January 28, 2026 at 4:28 PM

Internal note

Spoke with PO again about two bags. She described her garbage can exactly as the image shows in ticket [#1526501](#)

She still would like to proceed with a hearing

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-87

File ID: RLH TA 26-87

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 2

**Contact
Number:**

In Control: City Council

File Created: 04/02/2026

File Name: 856 ALBERMARLE STREET

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 856
ALBERMARLE STREET. (File No. CG25Q3B4, Assessment No. 260133) (April
9, 2026 Legislative Hearing)

Notes: PO will not attend
Antonina Trofka
(763) 670-9090

Agenda Date: 04/15/2026

Agenda Number: 4

Sponsors: Bowie

Enactment Date:

Attachments: 856 Albermarle Street.Hauler Service photo from
March 13 2026, 856 Albermarle Street.Supplemntal
Information, 856 Albermarle Street.Ticket
#1742221.Q3 2025 Assessment Inquiry

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

Text of Legislative File RLH TA 26-87

Ratifying the Appealed Special Tax Assessment for property at 856 ALBERMARLE STREET. (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B4, Assessment No. 260133) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Antonina Trofka

Cost: \$105.38

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: 35 gallons, every other week service

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): We are billing for 64 but staff confirmed there is a EOW at the property

Staff Comments: PO reports there is a 35 gallon cart with every other week collection at her property instead the 64 gallon we have in our system. This error likely happened during the information transfer from the previous hauler. PW staff confirmed cart size by reviewing service photos. There was a hold on the account for one week in Quarter 3, so staff recommend reducing assessment to \$54.80.





SAINT PAUL
FINANCIAL SERVICES

OFFICE OF FINANCIAL SERVICES
LAURA LOGSDON, INTERIM DIRECTOR

15 Kellogg Blvd. West, 700 City Hall
Saint Paul, MN 55102
Tel: 651-266-8800 | Fax: 651-266-8541

March 17, 2026

Antonina Trofka
8463 Jonquil Ln N
Maple Grove MN 55369

Antonina –

On February 23, 2026, you attempted to pay your 4th qtr garbage bill in person by Credit Card. Through an error in our office, your payment was then Voided.

Because you prefer to come to the office to pay in person, you paid for parking and came to our offices on Monday, March 16, to make the payment again. Unfortunately, because of the weather, our office staff was told to work from home. Tuesday morning, you arrived again to make your payment.

We apologize that our error created the additional efforts on your part to make this payment.

Very sincerely,

Patti De May
Assessments

#1742221 856 Albermarle St - Q3 2025 Legislative Hearing - Cart Size

Submitted	Received via	Requester			
April 1, 2026 at 9:59 AM	Web form	Antonina Trofka <trofka@comcast.net>			
Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Property ID Number
-93.10676,44.96707	856 Albemarle St, St. Paul, Minnesota, 55117	252923410146

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment
105.38

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?	Ward
No	Ward 1

Legislative Hearing Required	Service Level	Total time spent (sec)
Yes	35 gallons (every other week)	390

Time spent last update (sec)	Hauler
86	FCC Environmental

Jillian Barden April 1, 2026 at 9:59 AM

Internal note

PO walked in today to place service hold on account. During the conversation, it was discovered that she is being over billed for service. PO has an EOW cart but was billed for a 64. Amount was prorated due to previous hold in Q2 that carried over into Q3.

Jillian Barden April 1, 2026 at 10:06 AM

Internal note

PO wanted me to include this in the hearing file



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-83

File ID: RLH TA 26-83

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 2

**Contact
Number:**

In Control: City Council

File Created: 04/02/2026

File Name: 1020 ARUNDEL STREET

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 1020 ARUNDEL STREET (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)

Notes: PO will not attend
Keith Kamp
(651) 336-8273

Agenda Date: 04/15/2026

Agenda Number: 5

Sponsors: Kim

Enactment Date:

Attachments: 1020 Arundel Street.Email Exchange with Hauler,
1020 Arundel Street.Ticket #1738348.Q4 Billing
Adjustment, 1020 Arundel Street.Ticket
#1740555.Q3 2025 Assessment Inquiry

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File RLH TA 26-83

Ratifying the Appealed Special Tax Assessment for property at 1020 ARUNDEL STREET (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B4, Assessment No. 260133) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Keith Kamp

Cost: \$146.25

Hauling Service(s) Provided: Unpaid Garbage Bill; October 1, 2025 - December 31, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September)

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: 64 gallons

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged the incorrect number of bags

Staff Comments: PO requested photos of the bags picked up in Quarter 3. The hauler provided photos and also stated we could reduce the assessment by removing the charge for two bags. Staff recommends reducing assessment to \$135.23

1020 Arundel St, St. Paul, Minnesota, 55117 - Extra Bags Inquiry

Email side conversation - #1738348 1020 Arundel St - Q4 2025 Billing Inquiry - Trash Bags

Created at	Author	Status
March 30, 2026 at 14:53	Jillian Barden	Open

Participants

Jillian Barden, Jeremy Prescott, Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC

Jillian Barden via Support March 30, 2026 at 14:53

To: Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC, Jeremy Prescott

Hello,

This PO is disputing the extra bag fees on the account. Can you please provide an image?

PID: 112823410127

Date: July 18, August 15, August 29, Oct 24, Oct 31, Nov 7

Bags: 11

Cart: 64

Thank you,

Jillian

Sheelah Vang - FCC via email March 30, 2026 at 16:15

To: Jillian Barden, Alyssa Pearl - FCC, Catherine Brunn, FCC, Jeremy Prescott



2 extra bags not 4





2025-08-29 07:46:54 44.972030, -93.118248



2025-10-24 08:16:41

44.972042, -93.118250





FCC information security awareness: This is an incoming mail from an EXTERNAL SENDER. Please, be careful and verify the sender before opening attachments or links.

Support Software by **Zendesk**

#1738348 1020 Arundel St - Q4 2025 Billing Inquiry - Trash Bags

Submitted: March 30, 2026 at 2:47 PM
 Received via: Side conversation
 Requester: Keith Kamp <keith_kamp@yahoo.com>

Status category: Solved
 Ticket status: Solved
 Type: Question
 Priority: Normal
 Group: PW - Garbage
 Assignee: Jillian Barden

Latitude/Longitude: -93.11861,44.97214
 Location: 1020 Arundel St, St. Paul, Minnesota, 55117
 Other Telephone: 16513368273
 Property ID Number: 112823410127

Billing period for Delinquent Garbage Bill Assessment: Quarter 4 (October - December)
 Billing year for Delinquent Garbage Bill Assessment: 1

Other Name: keith kamp
 Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment? Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before? Yes
 Ward: Ward 5

Do you need an interpreter? No
 Please select the reason you are contacting the solid waste team: Billing or Assessments
 Billing Year: 2025

What is your billing or assessment question? Extra Charges on My Bill
 What were you charged for? Garbage Bags
 Total time spent (sec): 321

Time spent last update (sec): 17
 Intent: Workplace::Maintenance::Request waste disposal
 Intent confidence: Medium

Language: English
 Language confidence: High
 Sentiment: Negative
 Sentiment confidence: High

Billing Quarter: Quarter 4 (October 1 - December 31)

Jillian Barden March 30, 2026 at 2:47 PM

Your **Quarter 4** bill is as follows:
 1020 Arundel St: one 64 gallon cart, 5 extra bags

Your **Quarter 3** bill is as follows:
 1020 Arundel St: one 64 gallon cart, 6 extra bags

Jillian Barden March 30, 2026 at 2:54 PM

Internal note

ADDRESS	DATE	QUANTITY
1020 ARUNDEL ST	7/18/2025	4 FC
1020 ARUNDEL ST	8/15/2025	1 FC
1020 ARUNDEL ST	8/29/2025	1 FC

Jillian Barden March 31, 2026 at 3:06 PM

Hello Keith,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on (INSERT DATES HERE), which resulted in the charges you see on your invoice. Extra bags are \$4.00 each, plus taxes and fees. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe there was an error, please respond to this email.

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.

Please let us know if you have any additional questions.

Thank you,

Jillian

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

Support software by Zendesk

#1740555 1020 Arundel St - Q3 2025 Legislative Hearing - Trash Bags

Submitted March 31, 2026 at 3:07 PM
Received via Side conversation
Requester Keith Kamp <keith_kamp@yahoo.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	Garbage Assessments	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.11861,44.97214	1020 Arundel St, St. Paul, Minnesota, 55117	16513368273	112823410127

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	1

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
146.25	260133	10:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Other Name
PO was charged the incorrect number of bags	04/09/2026	keith kamp

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

Yes

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

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

October 1, 2025 - December 31, 2025

Staff Comments

PO requested photos of the bags picked up in Quarter 3. The hauler provided photos and also stated we could reduce the charges by removing the charge for two bags. Staff recommends reducing assessment to \$135.23

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 5	04/15/2026	Yes	No

Project Number	Service Level	Please select the reason you are contacting the solid waste team
CG25Q3B4	64 gallons (weekly)	Billing or Assessments

Billing Year	What is your billing or assessment question?	What were you charged for?
2025	Extra Charges on My Bill	Garbage Bags

Total time spent (sec)	Time spent last update (sec)	Intent
8942	6	Workplace::Maintenance::Request waste disposal

Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
Medium	English	High	Negative	High

Billing Quarter	Hauler
Quarter 4 (October 1 - December 31)	FCC Environmental

Jillian Barden March 31, 2026 at 3:07 PM
reducing Q3 by 2 bags

Jillian Barden March 31, 2026 at 3:08 PM
Hi Keith

The time to remove charges from the Quarter 3 bill has passed, and changes now require a legislative hearing. The hauler has agreed to remove charges for two bags. I will need to recommend a reduction at the next legislative hearing on April 9. You are not required to attend, as I have enough info to recommend a reduction, however I cannot promise or guarantee the results.

I have attached the photos from Quarter 3 for your records. Please review the images and 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

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-88

File ID: RLH TA 26-88

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 2

**Contact
Number:**

In Control: City Council

File Created: 04/05/2026

File Name: 1796 NEVADA AVENUE EAST

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 1796 NEVADA AVENUE EAST (File No. CG25Q3B3, Assessment No. 260132) (April 9, 2026 Legislative Hearing)

Notes: PO will not attend
Aunyananee Ritneatikun
(651) 706-9544

Agenda Date: 04/15/2026

Agenda Number: 6

Sponsors: Yang

Enactment Date:

Attachments: 1796 Nevada Avenue East.Q2 2025 Billing
Adjustment, 1796 Nevada Avenue East.Q3 2025
Assessment Inquiry, 1796 Nevada Avenue
East.UDRF Hold

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

Text of Legislative File RLH TA 26-88

Ratifying the Appealed Special Tax Assessment for property at 1796 NEVADA AVENUE EAST (File No. CG25Q3B3, Assessment No. 260132) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B3, Assessment No. 260132) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council’s Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Aunyamane Ritneatikun

Cost: \$11.70

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: 64 Gallons

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged a prorated amount, but service hold should have been in effect

Staff Comments: No one has been actively living at the property for over two years, and the service hold from the previous hauler did not transfer over during the garbage transition. The assessments on this property were adjusted accordingly due to hold, but the Quarter 3 adjustment was overwritten with a prorated cart removal charge. Staff recommends removing adjustment

#1321756 1796 Nevada Ave E - Q2 2025 Billing Adjustment

Submitted August 18, 2025 at 11:46 AM
Received via Mail
Requester Aunyananee Ritneatikun <letteaun@gmail.com>

Status category Solved
Ticket status Solved
Type Question
Priority Normal
Group PW - Garbage
Assignee Jillian Barden

Latitude/Longitude -93.02452,44.98547
Location 1796 Nevada Ave E, St. Paul, Minnesota, 55119
Is this a repeat report? No

Ticket Referred From Direct/Personal Line
Property Type property_sud
Please select the reason you are contacting the solid waste team Billing or Assessments

Billing Quarter Quarter 2 (April 1 – June 30)
Billing Year 2025
What is your billing or assessment question? Other

Total time spent (sec) 1658
Time spent last update (sec) 16
Intent Misc::Unsolicited::Marketing campaign or newsletter

Intent confidence Low
Language English
Language confidence High
Sentiment Neutral
Sentiment confidence High

Adjustment Approved Yes
Original Amount Billed 113.19
Reason for adjustment UDRF Request Not Applied
New Amount Billed 0

Billing Quarter
Quarter 2 (April 1 – June 30)

Permanently deleted user August 18, 2025 at 11:46 AM

Office of Financial Services
15 W Kellogg Blvd, 700 City Hall
Saint Paul, MN 55102
M: (651) 266-8858 Option 1
www.StPaul.gov/assessments



SAINT PAUL
MINNESOTA

From: Aun Lette <letteaun@gmail.com>
Sent: Wednesday, August 13, 2025 10:32 PM

To: *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>

Subject: Billing Dispute – No Trash Service at 1796 Nevada Ave E

You don't often get email from letteaun@gmail.com. [Learn why this is important](#)

I'm contacting you regarding my account for the property at **1796 Nevada Ave E, Saint Paul, MN 55119**.

I have not had any trash service at this address for almost two years, yet I just receive bills for trash collection.

Please review my account, and let me know what this bill is for. Let me know if you need any information from me.

Thank you

Megan Beuthien August 19, 2025 at 11:22 AM

Aun,

Thank you for contacting us regarding your account for the property at 1796 Nevada Ave E, Saint Paul, MN 55119.

We were not notified by the property owner or the previous hauler about a service hold for this occupied property. Per City Ordinance, each unit at a property (for buildings with 2-4-units) must have their own garbage cart.

Our billing specialist will review your account and investigate the charges. You can expect a response with a resolution within one week. If you are not satisfied with the outcome, you may request a legislative hearing to dispute the charges.

Please let us know if you have any additional information that may assist us with the review.

Thank you,

Megan

City of Saint Paul

Public Works - Solid Waste & Recycling

stpaul.gov/garbageandrecycling

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

Aunyananee Ritneatikun August 19, 2025 at 11:24 AM

Thank you for the response. I'll wait patiently for the response throughout the week.

Jillian Barden August 20, 2025 at 3:57 PM

Hello

Thank you for reaching out to the city of Saint Paul about your garbage bill. Waste Management informed us there is a 64 gallon cart at the property.

You said you have not had service in over two years. Why did you not have service? What have you been doing with the trash at the property?

Thank you,

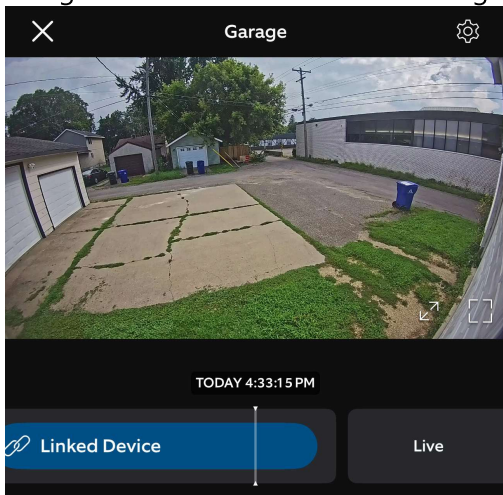
Jillian

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

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

Aunyamanee Ritneatikun August 22, 2025 at 4:37 PM

This is taken outside the back of my house. The only thing we have there is the recycling. Are the recycling being charged now? The reason for not using the trash service because no one actively lived there.



Jillian Barden August 25, 2025 at 10:47 AM

Hi Aun

Ok, you stated no one actively *lived* there. Does that mean someone living there now? Also, yes, recycling is being charged now, but it is part of property taxes. If you cancel recycling service you will still be charged the annual fee on property taxes.

Jillian

Aunyamanee Ritneatikun August 26, 2025 at 3:59 PM

Right, no one is actively living at the address.

Jillian Barden August 27, 2025 at 9:35 AM

Hi again Aun

OK, sounds good. It seems like we should place a hold on the account. We have two types of holds. A long term and a short term hold. How long do you think you will need the hold for?

Thank you,

Jillian

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

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

Aunyamanee Ritneatikun August 29, 2025 at 12:58 PM

Let's do the long term hold. Thank you.

Jillian Barden August 29, 2025 at 3:41 PM

Hello Aun,

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. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$113.19
- Corrected Invoice Amount: \$0

There is an Estimated 2025 Garbage Bill for July to September posted on the Saint Paul Assessments webpage. This bill is not final. Any corrections will be applied once final Quarter 3 bills are published in mid-October.

Thank you,

Jillian

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

stpaul.gov/garbage

Support software by Zendesk

#1718968 1796 Nevada Ave E - Q3 2025 Legislative Hearing Inquiry

- Service Hold not Applied

Submitted March 19, 2026 at 1:46 PM
 Received via Side conversation
 Requester Aunyamanee Ritneatikun <letteaun@gmail.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	Garbage Assessments	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.02452,44.98547	1796 Nevada Ave E, St. Paul, Minnesota, 55119	No

Ticket Referred From	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
Direct/Personal Line	232922230193	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
11.70	260132	10:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was charged a prorated amount, but service hold should have been in effect	04/09/2026

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
 No

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

Staff Comments

No one has been actively living at the property for over two years, and the service hold from the previous hauler did not transfer over during the garbage transition. The assessments on this property were adjusted accordingly due to hold, but the Quarter 3 adjustment was overwritten with a prorated cart removal charge. Staff recommends removing adjustment

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 6	04/15/2026	Yes	No

Project Number **Service Level** **Please select the reason you are contacting the solid waste team**

CG25Q3B3 64 gallons (weekly) Billing or Assessments

Billing Quarter	Billing Year	What is your billing or assessment question?
Quarter 2 (April 1 – June 30)	2025	Other

Total time spent (sec)	Time spent last update (sec)	Intent
426	24	Misc::Unsolicited::Marketing campaign or newsletter

Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
Low	English	High	Neutral	High

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	113.19	UDRF Request Not Applied	0

Billing Quarter	Hauler
Quarter 2 (April 1 – June 30)	FCC Environmental

Jillian Barden March 19, 2026 at 1:46 PM

amount of 11.70 - is prorated cart charge from removal but should have been set to \$0

From: Aunyamanee Ritneatikun <letteaun@gmail.com>

Date: Wed, Mar 18, 2026 at 9:33 pm

This is a follow-up to your previous request [#1321756](#) "1796 Nevada Ave E - Q2 2025..."

Jilian, could you please help assist me with this? It seems like the 2025 Garbage Bill July to September bill was still applied, and the new charge on the 2025 Garbage Bill October to December is visible on the Assessment site. We don't have any trash services at this home since it's still vacant.

Support software by Zendesk

#1350201 SERVCIE HOLD - UDRF - 1796 Nevada Ave E - 7/1/2025

Submitted August 29, 2025 at 3:35 PM Received via Side conversation Requester Aunyananee Ritneatikun <letteaun@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.02452,44.98547	1796 Nevada Ave E, St. Paul, Minnesota, 55119	No

Ticket Referred From	Property Type	Start Date - first collection day with no service
Direct/Personal Line	property_sud	2025-07-01

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied?	Do you need an interpreter?
One Unit	No

Service Hold Request Type

Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied .

Yes new

Is this property currently for sale?	Please select the reason you are contacting the solid waste team
No	Service Hold

Billing Quarter	Billing Year	What is your billing or assessment question?
Quarter 2 (April 1 – June 30)	2025	Other

Please select the reason for this Unoccupied Dwelling Request	Property owner or tenant?
Vacant Home	Property owner

What size cart do you have?	Total time spent (sec)	Time spent last update (sec)
Medium (64 gallons)	152	91

Intent	Intent confidence	Language	Language confidence
Misc::Unsolicited::Marketing campaign or newsletter	Low	English	High

Sentiment	Sentiment confidence
Neutral	High

Jillian Barden August 29, 2025 at 3:35 PM

SERVICIE HOLD - UDRF - 1796 Nevada Ave E - 7/1/2025

From: Aun Lette <letteaun@gmail.com>

Date: Fri, Aug 29, 2025 at 12:58 pm

Let's do the long term hold. Thank you.

Jillian Barden August 29, 2025 at 3:36 PM

Hello Aun,

Thank you for contacting the City of Saint Paul to register One Unit at the address 1796 Nevada Ave E, St. Paul, Minnesota, 55119 as an unoccupied dwelling due to Vacant Home. Your request has been received and a hold on garbage collection services will begin on 2025-07-01.

Please leave the garbage and recycling carts in a location where our crews can access it for removal.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

A staff member will follow-up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Jillian

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-84

File ID: RLH TA 26-84

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 2

**Contact
Number:**

In Control: City Council

File Created: 04/02/2026

File Name: 1058 WESTERN AVENUE

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 1058 WESTERN AVENUE NORTH. (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)

Notes: PO will not attend
Keith Kamp
(651) 336-8273

Agenda Date: 04/15/2026

Agenda Number: 7

Sponsors: Kim

Enactment Date:

Attachments: 1058 Western Ave N.Email Exchange with Hauler,
1058 Western Ave N.Ticket #1738358.Q4 2025
Billing Adjustment, 1058 Western Ave N.Ticket
#1740533.Q3 2025 Assessment Inquiry

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File RLH TA 26-84

Ratifying the Appealed Special Tax Assessment for property at 1058 WESTERN AVENUE NORTH. (File No. CG25Q3B4, Assessment No. 260133) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B4, Assessment No. 260133) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Keith Kamp

Cost: \$304.01

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: Two 35 gallon carts

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged the incorrect number of bags

Staff Comments: PO requested photos of the bags picked up in Quarter 3. The hauler provided photos and also stated we could reduce the assessment by removing the charge for four bags. Staff recommends reducing assessment to \$281.97

1058 Western Ave N, Apartment 1-2, St. Paul, Minnesota, 55117 - Extra Bags Inquiry

Email side conversation - #1738358 1058 Western Ave N - Q4 2025 Billing Adjustment - Trash Bags

Created at **Author** **Status**
March 30, 2026 at 14:58 Jillian Barden Open

Participants

Jillian Barden, Jeremy Prescott, Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC

Jillian Barden via Support March 30, 2026 at 14:58

To: Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC, Jeremy Prescott

Hello,

This PO is disputing the extra bag fees on the account. Can you please provide an image?

PID: 252923130193

Date:

1058 WESTERN AVE N	10/3/2025	4 \$
1058 WESTERN AVE N	10/10/2025	4 \$
1058 WESTERN AVE N	10/17/2025	1 \$
1058 WESTERN AVE N	10/24/2025	2 \$
1058 WESTERN AVE N	10/31/2025	6 \$
1058 WESTERN AVE N	11/7/2025	6 \$
1058 WESTERN AVE N	11/14/2025	6 \$

1058 WESTERN AVE N	9/6/2025	7 F
1058 WESTERN AVE N	8/22/2025	6 F
1058 WESTERN AVE N	7/11/2025	3 F
1058 WESTERN AVE N	9/12/2025	2 F

Bags: 47

Cart: two 35 gal carts

Thank you,

Jillian

Catherine Brunn, FCC via email March 31, 2026 at 07:21

To: Jillian Barden, Alyssa Pearl - FCC, Sheelah Vang - FCC, Jeremy Prescott

7/11- Reduce to 2 bags



8/22- Reduce to 5 bags



9/6- Reduce to 5 bags



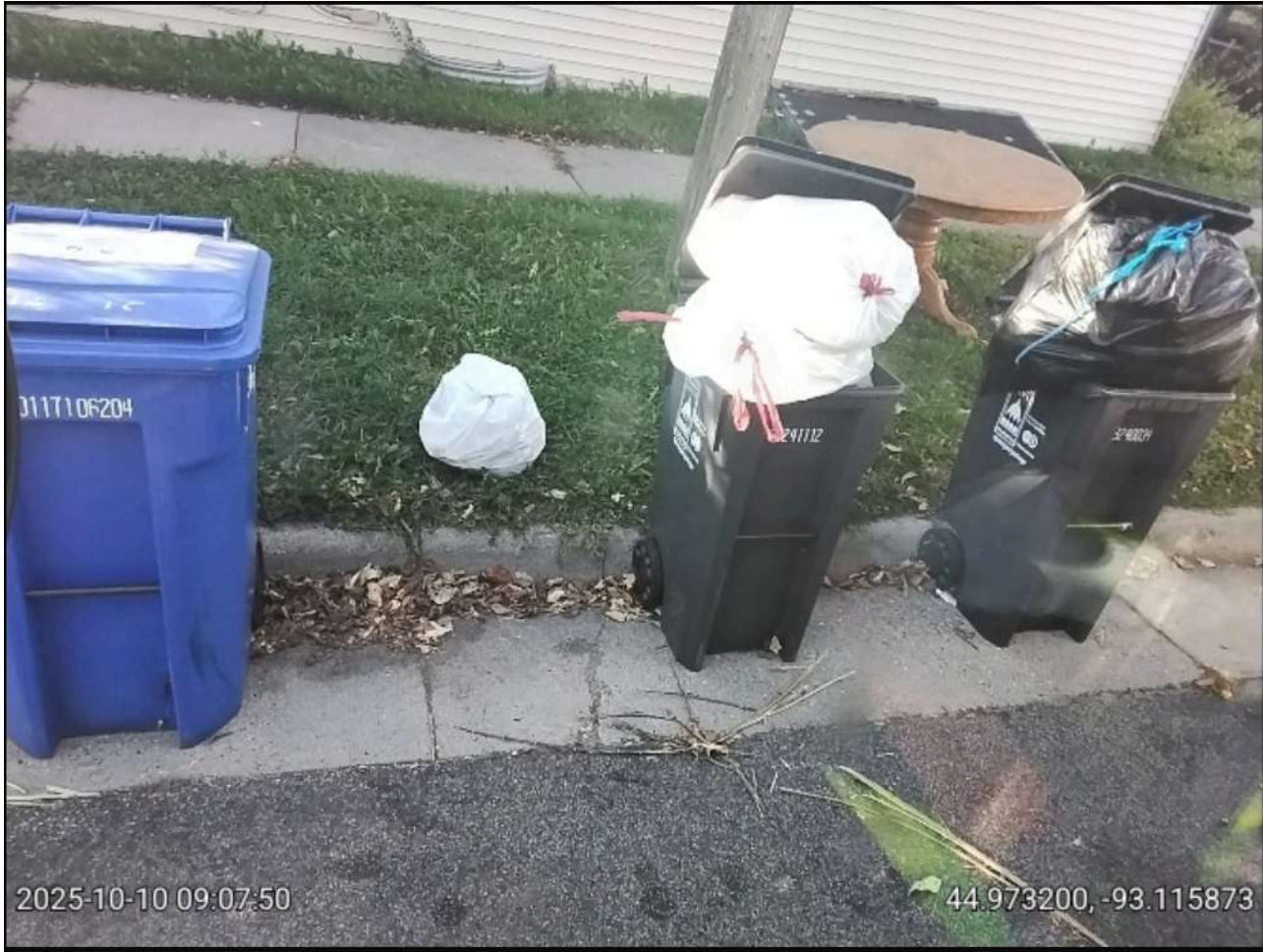
9/12-



10/3-



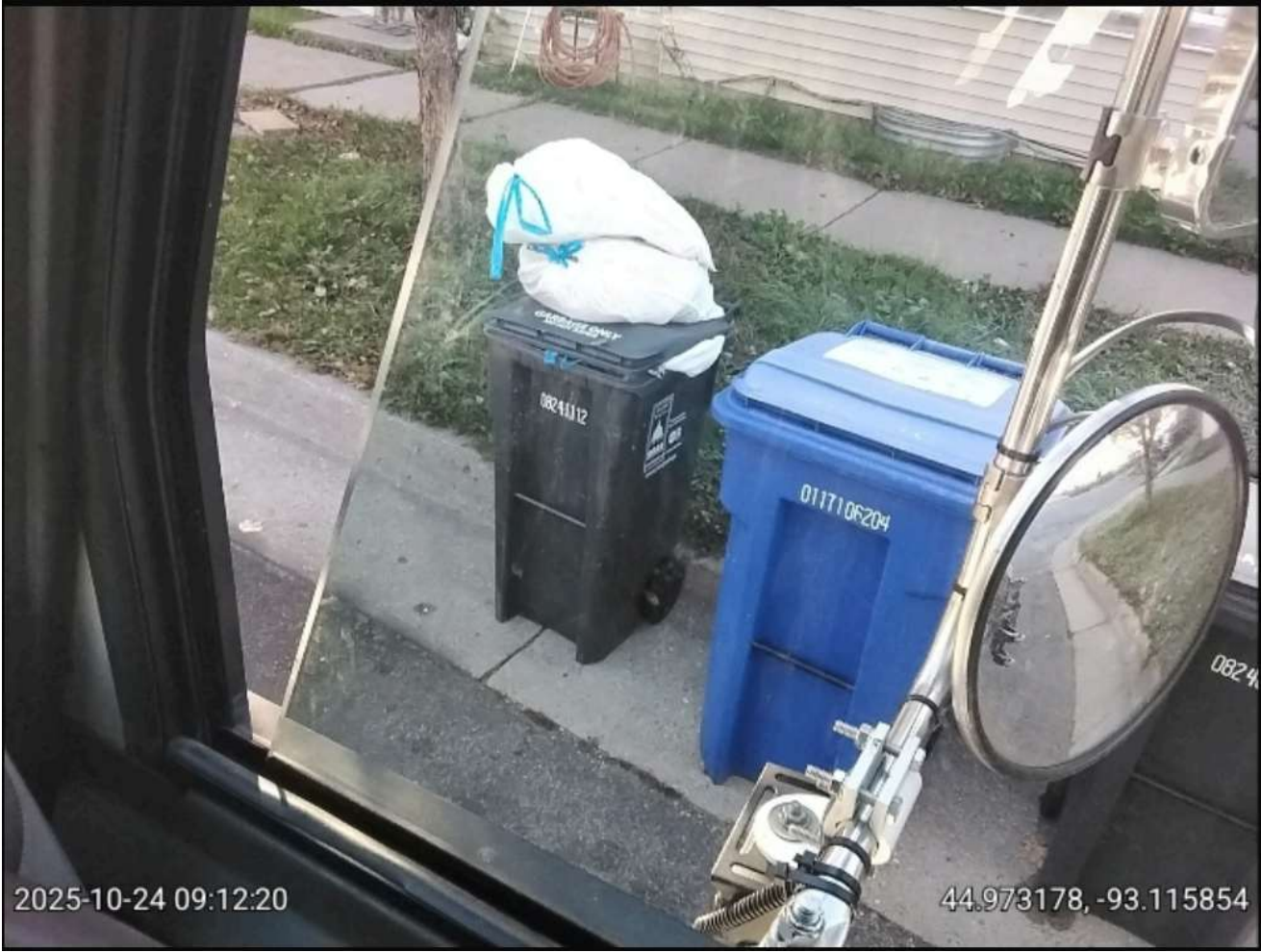
10/10-



10/17-



10/24



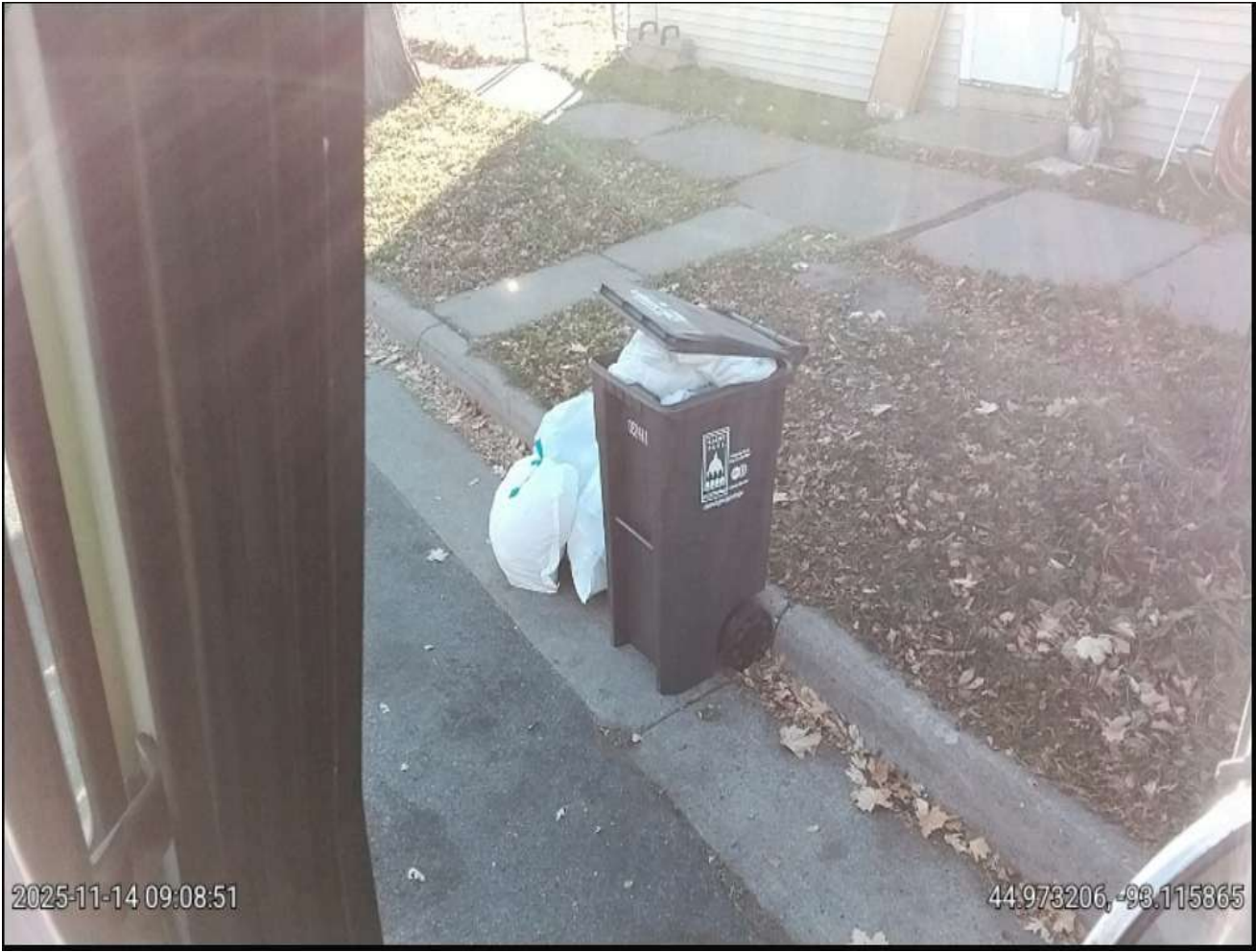
10/31



11/7- Reduce to 3 bags



11/14- Reduce to 3 bags



2025-11-14 09:08:51

44.973206, -93.115865

Support Software by **Zendesk**

#1738358 1058 Western Ave N - Q4 2025 Billing Adjustment - Trash Bags

Submitted March 30, 2026 at 2:49 PM **Received via** Side conversation **Requester** Keith Kamp <keith_kamp@yahoo.com>

Status category Solved **Ticket status** Solved **Type** Question **Priority** Normal **Group** PW - Garbage **Assignee** Jillian Barden

Latitude/Longitude -93.11596,44.97308 **Location** 1058 Western Ave N, Apartment 1-2, St. Paul, Minnesota, 55117 **Other Telephone** 16513368273

Property ID Number 112823410127 **Billing period for Delinquent Garbage Bill Assessment** Quarter 4 (October - December)

Billing year for Delinquent Garbage Bill Assessment 1 **Other Name** keith kamp

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before? Yes **Ward** Ward 5

Do you need an interpreter? No **Please select the reason you are contacting the solid waste team** Billing or Assessments **Billing Year** 2025

What is your billing or assessment question? Extra Charges on My Bill **What were you charged for?** Garbage Bags **Total time spent (sec)** 1065

Time spent last update (sec) 343 **Intent** Workplace::Maintenance::Request waste disposal **Intent confidence** Medium

Language English **Language confidence** High **Sentiment** Negative **Sentiment confidence** High **Adjustment Approved** Yes

Original Amount Billed 325.17 **Reason for adjustment** Removing Trash Bag Charges **New Amount Billed** 292.11

Billing Quarter
Quarter 4 (October 1 - December 31)

Jillian Barden March 30, 2026 at 2:49 PM

Your **Quarter 4** bill is as follows:
1058 Western Ave: two 35 gallon carts, 29 extra bags

Your **Quarter 3** bill is as follows:

1058 Western Ave: two 35 gallon carts, 18 extra bags

Jillian Barden March 30, 2026 at 2:58 PM

Internal note

1058 WESTERN AVE N	10/3/2025	4	\$
1058 WESTERN AVE N	10/10/2025	4	\$
1058 WESTERN AVE N	10/17/2025	1	\$
1058 WESTERN AVE N	10/24/2025	2	\$
1058 WESTERN AVE N	10/31/2025	6	\$
1058 WESTERN AVE N	11/7/2025	6	\$
1058 WESTERN AVE N	11/14/2025	6	\$
1058 WESTERN AVE N	9/6/2025	7	F
1058 WESTERN AVE N	8/22/2025	6	F
1058 WESTERN AVE N	7/11/2025	3	F
1058 WESTERN AVE N	9/12/2025	2	F

Jillian Barden March 31, 2026 at 2:48 PM

Internal note

4 bags removed for Q3
6 bags reduced for Q4

Jillian Barden March 31, 2026 at 2:56 PM

Hello Keith,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on multiple days, which resulted in the charges you see on your invoice. Extra bags are \$4.00 each, plus taxes and fees.

After looking into your concern, the hauler agreed to remove charges for six bags in Quarter 4. I have corrected the Quarter 4 invoice to reflect the new amount. You should see this update on the assessments website within a week. If you already paid the full bill, the overpaid amount is not automatically refunded; it is 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

Quarter 4 Invoice

- Original Invoice Amount: \$325.17
- Corrected Invoice Amount: \$292.11

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.

Please Review these images and let us know if you have any other questions

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste

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

stpaul.gov/garbage

Support software by Zendesk

#1740533 1058 Western Ave N - Q3 2025 Legislative Hearing- Trash Bags

Submitted March 31, 2026 at 2:59 PM **Received via** Side conversation **Requester** Keith Kamp <keith_kamp@yahoo.com>

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

Latitude/Longitude -93.11596,44.97308 **Location** 1058 Western Ave N, Apartment 1-2, St. Paul, Minnesota, 55117 **Other Telephone** 16513368273

Property ID Number 112823410127 **Billing period for Delinquent Garbage Bill Assessment** Quarter 4 (October - December)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment 304.01 **Assessment No.** 260133 **Time of LH** 10:00

Stated Reason for Appeal (if given) PO was charged the incorrect number of bags **Date of LH (MM/DD/YYYY)** 04/09/2026 **Other Name** keith kamp

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

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

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

Staff Comments
PO requested photos of the bags picked up in Quarter 3. The hauler provided photos and also stated we could reduce the charges by removing the charge for four bags. Staff recommends reducing assessment to \$281.97

Ward Ward 5 **Date of CP (MM/DD/YYYY)** 04/15/2026 **Legislative Hearing Required** Yes **Do you need an interpreter?** No

Project Number CG25Q3B4 **Service Level** 35 gallons (weekly) **Please select the reason you are contacting the solid waste team** Billing or Assessments

Billing Year 2025 **What is your billing or assessment question?** Extra Charges on My Bill **What were you charged for?** Garbage Bags

Total time spent (sec)	Time spent last update (sec)	Intent
354	191	Workplace::Maintenance::Request waste disposal

Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
Medium	English	High	Negative	High

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	325.17	Removing Trash Bag Charges	292.11

Billing Quarter	Hauler
Quarter 4 (October 1 - December 31)	FCC Environmental

Jillian Barden March 31, 2026 at 2:59 PM

Hearing needed to remove 4 bags.

Jillian Barden March 31, 2026 at 3:04 PM

Hi Keith

The time to remove charges from the Quarter 3 bill has passed, and changes now require a legislative hearing. The hauler has agreed to remove charges for four bags. I will need to recommend a reduction at the next legislative hearing on April 9. You are not required to attend, as I have enough info to recommend a reduction, however I cannot promise or guarantee the results.

I have attached the photos from Quarter 3 for your records. Please review the images and 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

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-89

File ID: RLH TA 26-89

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 1

**Contact
Number:**

In Control: City Council

File Created: 04/05/2026

File Name: 359 FULLER AVENUE

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 359 FULLER AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 6, 2026 Legislative Hearing)

Notes: Resident will not attend
Tom Lee Thao
(651) 313-1285

Agenda Date: 04/15/2026

Agenda Number: 8

Sponsors: Bowie

Enactment Date:

Attachments: 359 Fuller Avenue.Email Exchange with Hauler, 359 Fuller Avenue.Q3 2025 Assessment Inquiry, 359 Fuller Avenue.Q4 2025 Billing Adjustment

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

Text of Legislative File RLH TA 26-89

Ratifying the Appealed Special Tax Assessment for property at 359 FULLER AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 6, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B5, Assessment No. 260134) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Tom Lee Thao

Cost: \$248.42

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 3, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 3, 2025

Garbage Hauler: FCC Environmental

Service Level: 64 gallons

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO charged for two 64 gallon carts but reports one at the property, and was also charged extra bags.

Staff Comments: The previous hauler reported two carts at this address during the City's transition, but the resident states there is only one 64 gallon cart at the property. This discrepancy likely stems from a data import error during the account transfer. This property was also charged four extra bags on July 17, but the hauler stated we could remove two bag charges. Staff recommends reducing assessment to \$124.21, which is the charge for one 64 gallon cart at full rate, plus two extra bags.

359 Fuller Ave, Apartment 1-2, St. Paul, Minnesota, 55103 - Extra Bags Inquiry

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

Created at	Author	Status
April 5, 2026 at 16:34	Jillian Barden	Open

Participants

Jillian Barden, Jeremy Prescott, Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC

Jillian Barden via Support April 5, 2026 at 16:34

To: Alyssa Pearl - FCC, Sheelah Vang - FCC, Catherine Brunn, FCC, Jeremy Prescott

Hello,

This PO is disputing the extra bag fees on the account. Can you please provide an image?

PID: 362923420076

Date: July 17

Bags: 4

Cart: 64

Thank you,

Jillian

Catherine Brunn, FCC via email April 6, 2026 at 08:33

To: Jillian Barden, Alyssa Pearl - FCC, Sheelah Vang - FCC, Jeremy Prescott

July 17th:

Reduce to 2 bags



Support Software by **Zendesk**

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

Submitted March 30, 2026 at 10:32 AM **Received via** Side conversation **Requester** 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

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

Submitted: March 23, 2026 at 1:26 PM
Received via: Voicemail
Requester: 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
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

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-91

File ID: RLH TA 26-91

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 1

**Contact
Number:**

In Control: City Council

File Created: 04/06/2026

File Name: 817 IGLEHART AVENUE

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 817 IGLEHART AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

Notes: Unsure if PO will attend
Jenn Morrow
(651) 210-8099

Agenda Date: 04/15/2026

Agenda Number: 9

Sponsors: Bowie

Enactment Date:

Attachments: 817 Iglehart Avenue.Q3 Assessment Inquiry, 817 Iglehart Avenue.Q4 2025 Billing Adjustment

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File RLH TA 26-91

Ratifying the Appealed Special Tax Assessment for property at 817 IGLEHART AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B5, Assessment No. 260134) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Jenn Morrow

Cost: \$330.76

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: Two 35 Gallons

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged for 35(4) but reports there are 35(2) at the property

Staff Comments: The previous hauler reported four 35 gallon carts at this address during the garbage transition, but the resident states they only have two 35 gallon carts at the property. This discrepancy likely stems from a data import error during the account transfer. Staff recommends reducing assessment to \$165.38

#1737906 817 Iglehart Ave - Q3 2025 Legislative Hearing - Cart Count

Submitted March 30, 2026 at 12:28 PM
Received via Mail
Requester Jenn Morrow <jennlmorrow1@gmail.com>

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.13463,44.94959	817 Iglehart Ave, #1, St. Paul, Minnesota, 55104	No

Other Telephone	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
16512108099	352923430075	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
330.76	260134	11:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was charged for 35(4) but reports there are 35(2) at the property	04/09/2026

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

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

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

Staff Comments

The previous hauler reported four 35 gallon carts at this address during the garbage transition, but the resident states they only have two 35 gallon carts at the property. This discrepancy likely stems from a data import error during the account transfer. Staff recommends reducing assessment to \$165.38

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?	Project Number
04/15/2026	Yes	No	CG25Q3B5

Service Level	Please select the reason you are contacting the solid waste team	Billing Year
---------------	--	--------------

What is your billing or assessment question? **What were you charged for?**

Extra Charges on My Bill

Extra Carts

What is the garbage cart size at your home? **What is the garbage cart size listed on your bill?**

Small (35 gallons) - WEEKLY

Small (35 gallons) - WEEKLY

Total time spent (sec)	Time spent last update (sec)	Intent
4516	3193	Billing::Wrong charge::Incorrect amount charged

Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
High	English	High	Neutral	High

Billing Quarter	Hauler
Multiple Quarters	FCC Environmental

OFS - Assessments March 30, 2026 at 12:28 PM

From: *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>

Sent: Friday, March 27, 2026 6:51 PM

To: Jennifer Morrow <jennlmorrow1@gmail.com>

Subject: RE: Garbage 35-29-23-43-0075 overbilled

OFS-Assessment Inquires are answered between 8:00AM and 4:30 PM Monday through Friday, except holidays and weekends.

Please allow up to 48 hours for a response.

Thank You

From: Jennifer Morrow <jennlmorrow1@gmail.com>

Sent: Friday, March 27, 2026 11:48:55 PM

To: *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>; Tim I.C.E. Morrow <tmorrow@minncle.org>

Subject: Garbage 35-29-23-43-0075 overbilled

You don't often get email from jennlmorrow1@gmail.com. [Learn why this is important](#)

Hello,

We just discovered our Q3 and Q4 2025 residential garbage collection invoices in the junk mail pile at our rental property 817 Iglehart Ave. Property ID

35-29-23-43-0075

The assessment is 4 carts weekly.

There are only 2 carts.

Please correct the invoice at your earliest convenience and we will pay them promptly.

Thank you!

Jenn

Sent from Gmail Mobile

Megan Beuthien March 30, 2026 at 3:03 PM

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Megan Beuthien March 30, 2026 at 3:04 PM

Internal note

PO claims to only have two 35gal at property, records indicate four count - PO requested refund/credit for Q3 & Q4 overcharges

Melanie Harding April 1, 2026 at 8:24 AM

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for 817 Iglehart Ave. We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Melanie Harding April 1, 2026 at 8:26 AM

Internal note

We are billing for 35(4) but PO reports 35(2) at property. Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust Q4 bill and let PO know the new amount to pay. They were also overcharged for Q3 and need a legislative hearing.

Timothy M. Morrow April 1, 2026 at 2:23 PM

Internal note

Hi Melanie,

Thank you for your response and for correcting the error. I'm following up on my wife's email below to make sure that we weren't overbilled in the months prior to Quarter 3.

Also, we have another property at 881 Dayton Avenue. I haven't received bills for that duplex, and the tenants haven't either. I recently requested that those bills be sent to my home address at 198 Kent Street. Can you send me an electronic copy of those Quarter 3 and Quarter 4 bills? I want to make sure that they are accurate.

Again, thank you for your assistance!

Tim Morrow

----- Forwarded message -----

From: **Melanie (Public Works Garbage)** <garbage@ci.stpaul.mn.us>

Date: Wed, Apr 1, 2026 at 8:24 AM

Subject: [City of Saint Paul] Re: * * * **From:** *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us> **Sent:** Friday, March 27, 2026 6:51 PM **To:** Jennifer Morrow <j...>

To: Jenn Morrow <jennlmorrow1@gmail.com>



Your request (1737906) has been updated. To add additional comments, reply to this email.

Melanie (City of Saint Paul)

Apr 1, 2026, 08:24 CDT

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for [817 Iglehart Ave](#). We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Megan Beuthien (City of Saint Paul)

Mar 30, 2026, 15:03 CDT

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

OFS - Assessments

Mar 30, 2026, 12:28 CDT

Melanie Harding April 1, 2026 at 4:30 PM

Hi Tim,

We can only go back as far as Quarter 3 on billing. Quarter 2 was certified by City Council long ago, which means we cannot make any further adjustments. Anything before Quarter 2 would have been with your previous hauler, as we just took over the program on April 1 of last year. Jill will make an adjustment to the Quarter 4 invoice so you can pay it right away. The Quarter 3 invoice will need to go to a legislative hearing for adjustment and Jill will let you know how that process works.

As for 881 Dayton Ave, we show that you have 2 small, weekly carts at the property. Does this sound right? We also show that bills should be mailed (for both properties) to 198 Kent St, Saint Paul, MN 55102-1714. If that's a recent change, it will apply to this next bill that goes out for Quarter 1 (Jan-Mar). If you'd like to get copies of old invoices for this property, please reach out to the Assessments Office at 651-266-8858 (option 1) or ofs-assessments@stpaul.gov.

Thanks, let us know if you have further questions.

Melanie

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

Timothy M. Morrow April 2, 2026 at 9:29 AM

Internal note

Thank you, Melanie. Yes, we have 2 small weekly carts at 881 Dayton.
We appreciate your help sorting this out!
Tim and Jenn Morrow



Your request (1737906) has been updated. To add additional comments, reply to this email.

Melanie (City of Saint Paul)

Apr 1, 2026, 16:30 CDT

Hi Tim,

We can only go back as far as Quarter 3 on billing. Quarter 2 was certified by City Council long ago, which means we cannot make any further adjustments. Anything before Quarter 2 would have been with your previous hauler, as we just took over the program on April 1 of last year. Jill will make an adjustment to the Quarter 4 invoice so you can pay it right away. The Quarter 3 invoice will need to go to a legislative hearing for adjustment and Jill will let you know how that process works.

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Saint Paul, MN 55102-1714. If that's a recent change, it will apply to this next bill that goes out for Quarter 1 (Jan-Mar). If you'd like to get copies of old invoices for this property, please reach out to the Assessments Office at 651-266-8858 (option 1) or ofs-assessments@stpaul.gov.

Thanks, let us know if you have further questions.

Melanie

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

Melanie (City of Saint Paul)

Apr 1, 2026, 08:24 CDT

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for [817 Iglehart Ave](#). We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Megan Beuthien (City of Saint Paul)

Mar 30, 2026, 15:03 CDT

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

OFS - Assessments

Mar 30, 2026, 12:28 CDT

Jillian Barden April 6, 2026 at 10:53 AM

Hi Jenn

Thank you for reaching out to the city of Saint Paul about your Quarter 3 garbage bill. The time to adjust without a legislative hearing has passed, so I will have to schedule add this to the April 9 hearings.

You are not required to attend, as I have enough information to recommend a reduction, however I cannot promise or guarantee an outcome. All hearing are held via teleconference, and will be in the morning of April 9 so if you do decide to attend, please respond to this email so we can call 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



SAINT PAUL
MINNESOTA

Your request (1737906) has been updated. To add additional comments, reply to this email.

Melanie (City of Saint Paul)

Apr 1, 2026, 16:30 CDT

Hi Tim,

We can only go back as far as Quarter 3 on billing. Quarter 2 was certified by City Council long ago, which means we cannot make any further adjustments. Anything before Quarter 2 would have been with your previous hauler, as we just took over the program on April 1 of last year. Jill will make an adjustment to the Quarter 4 invoice so you can pay it right away. The Quarter 3 invoice will need to go to a legislative hearing for adjustment and Jill will let you know how that process works.

As for 881 Dayton Ave, we show that you have 2 small, weekly carts at the property. Does this sound right? We also show that bills should be mailed (for both properties) to 198 Kent St, Saint Paul, MN 55102-1714. If that's a recent change, it will apply to this next bill that goes out for Quarter 1 (Jan-Mar). If you'd like to get copies of old invoices for this property, please reach out to the Assessments Office at 651-266-8858 (option 1) or ofs-assessments@stpaul.gov.

Thanks, let us know if you have further questions.

Melanie

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

Melanie (City of Saint Paul)

Apr 1, 2026, 08:24 CDT

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for [817 Iglehart Ave](#). We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Megan Beuthien (City of Saint Paul)

Mar 30, 2026, 15:03 CDT

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

OFS - Assessments

Mar 30, 2026, 12:28 CDT

Jillian Barden April 6, 2026 at 10:02 AM

Hello Jenn,

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: \$330.77
- Corrected Invoice Amount: \$165.38

Thank you,

Jillian

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

stpaul.gov/garbage

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-93

File ID: RLH TA 26-93

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 1

**Contact
Number:**

In Control: City Council

File Created: 04/06/2026

File Name: 578 LAFOND AVENUE

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 578 LAFOND AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

Notes: PO will not attend
Judy Carvalho
(651) 402-9797

Agenda Date: 04/15/2026

Agenda Number: 10

Sponsors: Bowie

Enactment Date:

Attachments: 578 Lafond Ave.Q3 2025 Assessment Inquiry, 578 Lafond Ave.Q4 2025 Billing Adjsutment

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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Text of Legislative File RLH TA 26-93

Ratifying the Appealed Special Tax Assessment for property at 578 LAFOND AVENUE (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B5, Assessment No. 260134) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Judy Caravalho

Cost: \$82.69

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: 35 Gallons, Every other week collection

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged for a 35 gal cart but there is an every other week cart at the property

Staff Comments: PO reports there is a 35 gallon cart with every other collection at her property instead the 35 gallon weekly collection cart we have in our system. This error likely happened during the information transfer from the previous hauler. PW staff confirmed cart size by reviewing service photos. Staff recommend reducing assessment to \$58.47

#1731530 578 Lafond Ave - Q4 2025 Billing Adjustment - Cart Size

Submitted	Received via	Requester			
March 25, 2026 at 4:04 PM	Inbound phone	Judy Caravalho			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Ward
-93.1246,44.96009	578 Lafond Ave, St. Paul, Minnesota, 55103	No	Ward 1

Do you need an interpreter?	Please select the reason you are contacting the solid waste team	Billing Year
No	Billing or Assessments	2025

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Billing Inquiry	3803	95

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	82.69	Incorrect Cart Size	58.47

Billing Quarter

Quarter 4 (October 1 - December 31)

Phil Reilly March 25, 2026 at 4:04 PM

Internal note

Call from: +1 (651) 402-9797
 Call to: +1 (651) 413-6624
 Time of call: March 25, 2026 at 9:03:21 PM UTC
 Answered by: Phil Reilly

Phil Reilly March 25, 2026 at 4:05 PM

Internal note

Consultation call
 Initiated by: Phil Reilly
 Received by: Jillian Barden

Jillian Barden March 25, 2026 at 4:05 PM

Internal note

Call transferred.
 From: Phil Reilly
 To: Jillian Barden

Jillian Barden March 25, 2026 at 4:44 PM

Internal note

Inbound call from +1 (651) 402-9797
 Call Details:

 Call from: +1 (651) 402-9797
 Call to: +1 (651) 413-6624

Time of call: 2026-03-25 21:03:21 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 40 minutes, 53 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA623edb2c648aef176c99fec8cc1f4290/twilio/call/recording>

Jillian Barden March 25, 2026 at 5:20 PM

Internal note

Judy called in on PO's behalf. She is his neighbor

PO is trying to get garbage charges reduced or removed for a variety of reasons, all of them are extreme circumstances. Wants temp hold or UDRF but PO does live at home intermittently. Told PO that is not what service holds are intended for, and an EOW would best suit their needs. They agreed to set up EOW service

PO also states they do not have a cart and have not had one for years

It appears they have a cart and have service



Jillian Barden March 27, 2026 at 3:20 PM

Internal note

Outbound call to +1 (651) 402-9797

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 402-9797

Time of call: 2026-03-27 20:17:43 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 25 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6f37871f499f725643ab4f8004fdb275/twilio/recording>

Jillian Barden March 27, 2026 at 3:23 PM

Internal note

just left a VM stating we will adjust bill to \$58.47 for Q3 and Q4, and mentioned her active hold might not be valid

Jillian Barden March 27, 2026 at 3:35 PM

Internal note

- Original Invoice Amount: \$82.69
- Corrected Invoice Amount: \$58.47

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: RLH TA 26-90

File ID: RLH TA 26-90

Type: Resolution LH Tax
Assessment Appeal

Status: Agenda Ready

Version: 1

**Contact
Number:**

In Control: City Council

File Created: 04/05/2026

File Name: 299 SHERBURNE AVENUE

Final Action:

Title: Ratifying the Appealed Special Tax Assessment for property at 299 SHERBURNE AVENUE. (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

Notes: Unsure if PO will attend
Thomas M Barter
No contact info available

Agenda Date: 04/15/2026

Agenda Number: 11

Sponsors: Bowie

Enactment Date:

Attachments: 299 Sherburne Avenue.Q3 2025 Assessment
Inquiry, 299 Sherburne Avenue.Q4 2025 Billing
Adjustment, 299 Sherburne Avenue.UDRF Service
Hold

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

Text of Legislative File RLH TA 26-90

Ratifying the Appealed Special Tax Assessment for property at 299 SHERBURNE AVENUE. (File No. CG25Q3B5, Assessment No. 260134) (April 9, 2026 Legislative Hearing)

WHEREAS, the Office of Financial Services Real Estate Section has attached to this Council File both a report of completion outlining the costs and fees associated with the Collection of Delinquent Garbage Bills for services during July to September 2025. (File No. CG25Q3B5, Assessment No. 260134) and the assessment roll including all properties for which these assessments are proposed for Council ratification; and

WHEREAS, the City Council's Legislative Hearing Officer has reviewed an appeal of this assessment and developed a recommendation for the City Council with respect to this assessment; and

WHEREAS, a public hearing having been conducted for the above improvement, and said assessment having been further considered by the Council and having been considered financially satisfactory; Now, Therefore, Be It

RESOLVED, that pursuant to Chapter 14 of the Saint Paul City Charter, said assessment is hereby forthcoming.

Postcard Returned by: Thomas M Barter

Cost: \$113.19

Hauling Service(s) Provided: Unpaid Garbage Bill; July 1, 2025 - September 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 3 (July - September) 2025

Invoice Date(s): July 1, 2025 - September 30, 2025

Garbage Hauler: FCC Environmental

Service Level: 64 gallons

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): Category II Vacant home billed for service

Staff Comments: This property is a Category II Vacant home that was billed for service. Staff recommends removing assessment

#1742713 299 Sherburne Ave - Q3 2025 Legislative Hearing - Service Hold not Applied

Submitted **Received via** **Requester**
 April 1, 2026 at 11:31 AM Side conversation Thomas M Barter

CCs

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

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Property ID Number
-93.11258,44.95685	299 Sherburne Ave, St. Paul, Minnesota, 55103	362923130128

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 3 (July - September)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
113.19	260134	11:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
Category II Vacant home billed for service	04/09/2026

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

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

Staff Comments

This property is a Category II Vacant home that was billed for service. Staff recommends removing assessment

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
CG25Q3B5	64 gallons (weekly)	Billing or Assessments

Billing Year	What is your billing or assessment question?
2025	Service Hold Not Applied

What kind of service hold did you request?	What was the requested start date?
Unoccupied Dwelling Registration - over 26 weeks	2023-05-01

Total time spent (sec)	Time spent last update (sec)	Adjustment Approved	Original Amount Billed
------------------------	------------------------------	---------------------	------------------------

214

207

Yes

113.19

Reason for adjustment	New Amount Billed	Billing Quarter	Hauler
UDRF Request Not Applied	0.0	Quarter 4 (October 1 - December 31)	FCC Environmental

Jillian Barden April 1, 2026 at 11:31 AM

hearing needed to remove

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

Date: Wed, Apr 1, 2026 at 11:27 am

Cat 2 home that was charged for service. Removing assessment per ticket [#1742571](#)

Support software by Zendesk

#1742699 299 Sherburne Ave - Q4 2025 Billing Adjustment - Service Hold not Applied

Submitted	Received via	Requester			
April 1, 2026 at 11:27 AM	Web form	Thomas M Barter			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Recycling	Jillian Barden

Latitude/Longitude	Location	Ward	Do you need an interpreter?
-93.11258,44.95685	299 Sherburne Ave, St. Paul, Minnesota, 55103	Ward 1	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?	What kind of service hold did you request?
Service Hold Not Applied	Unoccupied Dwelling Registration - over 26 weeks

What was the requested start date?	Total time spent (sec)	Time spent last update (sec)
2023-05-01	379	256

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	113.19	UDRF Request Not Applied	0.0

Billing Quarter
Quarter 4 (October 1 - December 31)

Jillian Barden April 1, 2026 at 11:27 AM

Cat 2 home that was charged for service. Removing assessment per ticket [#1742571](#)

Internal note

#1742571 SERVICE HOLD - UDRF - 299 Sherburne Ave - Vacant

Home

Submitted	Received via	Requester			
April 1, 2026 at 10:59 AM	Mail	Thomas M Barter			
Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location
-93.1126,44.95683	299 Sherburne Ave, St. Paul, Minnesota, 55103

Start Date - first collection day with no service	How many units will be unoccupied?
2026-04-01	One Unit

Do you need an interpreter?	Service Hold Request Type
No	Unoccupied Dwelling Registration - over 26 weeks

Please select the reason you are contacting the solid waste team
Service Hold

Please select the reason for this Unoccupied Dwelling Request	Property owner or tenant?
Vacant Home	Property owner

Total time spent (sec)	Time spent last update (sec)
259	85

Vang, Mai (CI-StPaul) April 1, 2026 at 10:59 AM

Internal note

Hi Jillian,

This was filled out by owner at our Legislative Hearing on Tuesday. Please create any pending assessment(s) for deletion per Marcia.

Thanks.

Mai Vang

(She, her)

Legislative Hearing Coordinator | St Paul City Council

M: (651) 266-8585 ; D: (651) 266-8563



Jillian Barden April 1, 2026 at 11:25 AM

Internal note

pays vacant home assessment

299 SHERBURNE AVE

05/26/2023,

Single Family Residential,

Category 2,

1,7,32700,362923130128,44.9568327,-93.1125694,570097.5176,160541.4052,570097.517760381,160541.40524131

1

Support software by Zendesk



City of Saint Paul

City Hall and Court House
15 West Kellogg
Boulevard
Phone: 651-266-8560

Master

File Number: SR 26-58

File ID: SR 26-58

Type: Staff Report

Status: Agenda Ready

Version: 1

**Contact
Number:**

In Control: Legislative
Hearings

File Created: 03/20/2026

File Name: 930 LAUREL AVENUE

Final Action:

Title: Review Request of Ratifying the Appealed Special Tax Assessment for property at 930 LAUREL AVENUE adopted by Council on December 17, 2025 under File RLH AR 25-99. (File No. CG25Q2B1, Assessment No. 250118)

Notes: PO will not attend
Harini Mody
(804) 244-7467

Agenda Date: 04/09/2026

Agenda Number: 12

Sponsors: Bowie

Enactment Date:

Attachments: 930 Laurel Avenue.Email Exchange with
CC.03.23.2026, 930 Laurel Avenue.Email Exchange
with CC, 930 Laurel Avenue.Email Exchange with
MO.03.20.2026, 930 Laurel Avenue.Q2 2025
Correction Inquiry, 930 Laurel Avenue.Q2
2025Hearing Request, 930 Laurel Avenue.Q3 and
Q4 2025 Billing Adjsutments

Financials Included?:

Contact Name:

Hearing Date:

Entered by: jillian.barden@ci.stpaul.mn.us

Ord Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

Text of Legislative File SR 26-58

Review Request of Ratifying the Appealed Special Tax Assessment for property at 930 LAUREL AVENUE adopted by Council on December 17, 2025 under File RLH AR 25-99. (File No. CG25Q2B1, Assessment No. 250118)

WHEREAS on December 17, 2025, the City Council of the City of Saint Paul adopted Council File No. AR 25-99 to Collection of Delinquent Garbage Bills for services during April to June 2025. (File No. CG25Q2B1, Assessment No. 250118); and

WHEREAS, the property at 930 Laurel Avenue, being described as: Merriam Park Third Addition to the City of St. Paul Lot 5 Blk 4, with the property identification number 04-28-23-24-0003 was assessed an amount of \$82.69; and

WHEREAS, on February 16, 2026, property owner reached out to Garbage to request cart sharing. On Feb 17, 2026, property owner noticed they were double billed for 6 carts on the Q4 bill billing instead of 3 carts, and looked at past billed, and realized there was an error and recommends reducing the assessment from \$496.15 to \$248.07; and

WHEREAS, the Legislative Hearing Officer will review this on April 9, 2026 Legislative Hearing to determine her recommendation; Now, Therefore, Be It

RESOLVED, that the reduction of \$472, plus any accrued interests, be forthcoming.

Postcard Returned by: Harini Mody

Cost: \$496.15

Hauling Service(s) Provided: Unpaid Garbage Bill; April 1, 2025 - June 30, 2025

Type of Order/Fee: Trash Hauling

Billing Time Period: Quarter 2 (April - June) 2025

Invoice Date(s): April 1, 2025 - June 30, 2025

Garbage Hauler: FCC Environmental

Service Level: Three 35 gallon carts

Returned Mail/Notice Concerns?:

Stated Reason for Appeal (if given): PO was charged for six 35 gallon carts, but only has three 35 gallon carts at the property

Staff Comments: The PO was billed for six 35 gallon carts but should have been billed for three 35 gallon carts. This discrepancy likely stems from a data import error during the account transfer. However, the PO did not dispute the charges and paid the Quarter 2 bill on August 28, 2025. The PO also paid the Quarter 3 bill on Nov 19, 2025 without dispute. On February 16, 2026 the PO called PW to apply for cart sharing and the PW CSR informed the PO there was six carts at the property. We adjusted the Q3 and Q4 bill but were unable to adjust the Q2 bill because the window to dispute the charges has closed and the PO already paid the bill. Staff recommends reducing assessment to \$248.07

Jillian Barden

From: Sarah Haas
Sent: Monday, March 23, 2026 9:21 AM
To: Jillian Barden
Subject: RE: Solid Waste Bill Inquiry - 930 Laurel Ave (2nd attempt)

Thanks Jill! That was great.

Sarah Haas
Garbage and Recycling Program Administrator

She/Her/Hers
Public Works
60 Sycamore St West
Saint Paul MN 55117
P: 651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov



SAINT PAUL
MINNESOTA

 [Book time to meet with me](#)

From: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Sent: Monday, March 23, 2026 8:30 AM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Solid Waste Bill Inquiry - 930 Laurel Ave (2nd attempt)

Hi Sarah

This is a second attempt at a summary, with your feedback included:

The PO was incorrectly billed for six 35 gallon carts when they should have been billed for three 35 gallon carts. However, the PO did not dispute the charges and paid the Quarter 2 bill on August 28, 2025. The PO also paid the Quarter 3 bill on Nov 19, 2025 without dispute.

On February 16, 2026 the PO called PW to apply for cart sharing and our CSR informed the PO there was six carts at the property. We adjusted the Q3 and Q4 bill but were unable to adjust the Q2 bill because the window to dispute the charges has closed and the PO already paid the bill.

Our management assistant has been working with OFS and the Legislative Hearing Office to find a resolution to the PO's concern and refund the PO. A Staff Report will be scheduled for April 9, at 10am. PW will contact the PO today and let her know

Thanks

Jillian

From: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Sent: Wednesday, March 18, 2026 3:43 PM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Subject: FW: Solid Waste Bill Inquiry

Can you provide me a short summary of issue?

Sarah Haas
Garbage and Recycling Program Administrator

She/Her/Hers
Public Works
60 Sycamore St West
Saint Paul MN 55117
P: 651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov



SAINT PAUL
MINNESOTA



[Book time to meet with me](#)

From: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Sent: Wednesday, March 18, 2026 2:50 PM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Cc: Anika Bowie <Anika.Bowie@ci.stpaul.mn.us>
Subject: Fw: Solid Waste Bill Inquiry

Hi Sarah,

We received an inquiry from the owner of 930 Laurel. He explained to me on the phone that they were charged double for quarters 1-3 for solid waste and recycling. He was refunded for only two bills. He is wondering why he can't be refunded or receive a credit for the remaining quarter.

Are you able to share any information about this issue?

Polly Heintz (she/her)

Executive Assistant

Ward 1 City Councilmember Anika Bowie

15 W. Kellogg Blvd. Suite 310-A
Saint Paul, MN 55102
P: 651-266-8610
polly.heintz@ci.stpaul.mn.us
www.stpaul.gov



SAINT PAUL
MINNESOTA

From: Elliot Suiter <harinielliot@gmail.com>
Sent: Wednesday, March 18, 2026 11:56 AM
To: #CI-StPaul_Ward1 <Ward1@ci.stpaul.mn.us>
Subject: Solid Waste Bill Inquiry

Some people who received this message don't often get email from harinielliot@gmail.com. [Learn why this is important](#)

Think Before You Click: This email originated outside our organization.

Hello,

My name is Elliot, I had called a couple weeks ago about my Q2 2025 garbage bill and being overcharged by \$300. The solid waste folks still haven't been able to refund us for this. Has your office had a chance to look into this?

My address is 930 Laurel Ave Apt 1, St Paul MN 55104 for reference.

Thanks so much in advance!
-Elliot

Jillian Barden

From: Lydia Kopf
Sent: Tuesday, March 31, 2026 3:54 PM
To: Jillian Barden
Subject: RE: Solid Waste Bill Inquiry

Jill,

Thank you for taking care of this.

Fyi, Polly Heintz is with City Council, so Sarah should have been looped. I'm guessing you just didn't notice, especially because Mai referred Polly to you directly when she reached out.

I will forward to Sarah, just for awareness, not to call you out.

Thank you,



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Sent: Tuesday, March 31, 2026 1:17 PM
To: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Cc: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: RE: Solid Waste Bill Inquiry

Hi Polly

Thank you for checking in about this resident's situation. We responded to the resident early last week, and are going to present a Staff Report at the next legislative hearing (April 9) and recommend a reduction. The resident has been informed and understands the process.

Let me know if you have any other questions

Jillian

From: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Sent: Tuesday, March 31, 2026 10:15 AM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Cc: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: Fw: Solid Waste Bill Inquiry

Hello,
I am a little late and you probably already connected with Mr. Suiter, but just wanted to double check.

Thanks!

Polly Heintz (she/her)
Executive Assistant

Ward 1 City Councilmember Anika Bowie

15 W. Kellogg Blvd. Suite 310-A

Saint Paul, MN 55102

P: 651-266-8610

polly.heintz@ci.stpaul.mn.us

www.stpaul.gov



From: Mai Vang <mai.vang@ci.stpaul.mn.us>
Sent: Tuesday, March 24, 2026 7:54 AM
To: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Subject: RE: Solid Waste Bill Inquiry

Send to Jillian Barden and cc: Lydia Kopf

From: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Sent: Monday, March 23, 2026 5:22 PM
To: Mai Vang <mai.vang@ci.stpaul.mn.us>
Subject: Fw: Solid Waste Bill Inquiry

Hi,

Do I refer them to you or PW if they can't make the assigned meeting date?

From: Elliot Suiter <harinielliot@gmail.com>
Sent: Monday, March 23, 2026 12:40 PM
To: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Subject: Re: Solid Waste Bill Inquiry

You don't often get email from harinielliot@gmail.com. [Learn why this is important](#)

Think Before You Click: This email originated **outside** our organization.

Hi Polly,

Thanks so much for the information!

Unfortunately my wife and I will be out of the country April 3-20. Is it possible to reschedule the hearing?

Thanks!

On Mon, Mar 23, 2026 at 12:33 PM Polly Heintz <polly.heintz@ci.stpaul.mn.us> wrote:

Elliot,

It sounds like someone will be reaching out to you soon. The information I got from public works is below. It sounds like you will be scheduled for a Legislative Hearing to appeal the charges. The hearing officer will conduct the hearing and make a recommendation to City Council. Since CM Bowie will have to vote on this, she won't be able to discuss it prior to voting.

If you don't hear from someone with instructions about the hearing on April 9 at 10:00 am, please let me know and I can make sure you have the information you need.

The PO was incorrectly billed for six 35-gallon carts when it should have been billed for three. However, the PO did not dispute the charges and paid the Quarter 2 bill on August 28, 2025. The PO also paid the Quarter 3 bill on Nov 19, 2025, without dispute.

On February 16, 2026, the PO called PW to apply for cart sharing, and our CSR informed the PO that there were six carts at the property. We adjusted the Q3 and Q4 bill but were unable to adjust the Q2 bill because the window to dispute the charges had closed, and the PO had already paid the bill.

Our management assistant has been working with OFS and the Legislative Hearing Office to resolve the PO's concern and issue a refund. A Staff Report and legislative hearing will be scheduled for April 9 at 10 am. PW will contact the PO today and let her know

Polly Heintz (she/her)
Executive Assistant

Ward 1 City Councilmember Anika Bowie

[15 W. Kellogg Blvd. Suite 310-A](#)

[Saint Paul, MN 55102](#)

P: 651-266-8610

polly.heintz@ci.stpaul.mn.us

www.stpaul.gov



SAINT PAUL
MINNESOTA

From: Elliot Suiter <harinielliot@gmail.com>
Sent: Wednesday, March 18, 2026 11:56 AM
To: #CI-StPaul_Ward1 <Ward1@ci.stpaul.mn.us>
Subject: Solid Waste Bill Inquiry

Some people who received this message don't often get email from harinielliot@gmail.com.
[Learn why this is important](#)

Think Before You Click: This email originated **outside** our organization.

Hello,

My name is Elliot, I had called a couple weeks ago about my Q2 2025 garbage bill and being overcharged by \$300. The solid waste folks still haven't been able to refund us for this. Has your office had a chance to look into this?

My address is 930 Laurel Ave Apt 1, St Paul MN 55104 for reference.

Thanks so much in advance!

-Elliot

Jillian Barden

From: Jillian Barden
Sent: Friday, March 20, 2026 11:20 AM
To: Mai Vang
Subject: FW: Constituent Question - 930 Laurel Ave

Importance: High

From: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Sent: Thursday, March 5, 2026 3:29 PM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Cc: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Subject: FW: Constituent Question
Importance: High

Sarah,

Jill put together a summary (below) of the issue happening with billing at 930 Laurel Ave that Finn Carpenter emailed us about. I will leave it in your court to connect with him.

Thank you, Jill!



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Sent: Thursday, March 5, 2026 2:20 PM
To: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: RE: Constituent Question

Hey Lydia

PO reached out to Garbage to request cart sharing on Feb 16. On Feb 17, PO noticed they were billed for 6 carts on the Q4 bill billing instead of 3 carts, and looked at past billed, and realized there was an error. We corrected Quarter 3 and Quarter 4 billing on Feb 23

PO paid Q2, and Q3 without questioning dollar amount or cart count.

Quarter	Amount paid	Date Paid
---------	-------------	-----------

Q2 2025	\$469.15	August 28, 2025 (contacted us about the error after the time for contesting through a hearing had passed, so this amount could not be refunded)
Q3 2025	\$496.15	Nov 19, 2025 – bill was adjusted to \$248.07 on Feb 23, 2026
Q4 2025	\$0	Credit balance from Nov 19 carried over and paid corrected bill of (\$248.08)
Q1 2026 – will be billed in April	Estimated Amount: \$241.10	Not yet billed – Cart Sharring approved on Feb 17, Swap on Feb 26
Q2 2026 - will be billed in July	Estimated Amount: \$239.60	Not yet billed

Supplemental info, if needed: PO’s contacted Garbage to report a couple misses, no mention of billing issues until Feb 17, 2025

Inquiry	Date	Ticket	Issue
Trash MPU - inaccessible	June 12, 2025	11189160	Carts too close to garage, not collected
Trash MPU – 1 of 3 carts missed	Oct 30, 2025	1462222	Trash MPU (reported along with rec, both missed)
Rec MPU – 1 of 3 carts missed	Oct 31, 2025	1463537	Child ticket from trash MPU above (both missed)

PO currently has a \$0.01 credit balance with the Assessment Office.

Let me know if you have other questions

Jillian

From: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Sent: Thursday, March 5, 2026 11:53 AM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Subject: FW: Constituent Question
Importance: High

Jill,

Can you please write up a summary of the case with this resident and their billing dispute? The mayor’s office is asking about it. Send back to me directly.

Harini Elliot
930 Laurel Ave

Thank you!



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Lydia Kopf
Sent: Thursday, March 5, 2026 11:51 AM
To: Finn Carpenter <Finn.Carpenter@ci.stpaul.mn.us>
Cc: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Constituent Question

Finn,

I am not familiar with the case, but I see the history in Zendesk, yes. I will check in with our Billing Specialist for a summary and get back to you with the details.

Thank you,



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Finn Carpenter <Finn.Carpenter@ci.stpaul.mn.us>
Sent: Thursday, March 5, 2026 11:35 AM
To: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Cc: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Constituent Question

Lydia,

Thank you so much for the information! That's exactly what I was looking for. I appreciate your help on this.

To follow up on the situation with Harini Elliot. They were referencing an ongoing dispute with the PW department. Apparently, they had been overcharged a total of 900\$ during the switch from private to city garbage collection. They were able to get a refund for 600\$ from the previous 6 months of erroneous billing but were hoping to get some form of compensation for the remaining 300\$.

Does this sound like a familiar case (might show up as Harini Mody in Zendesk)? I just wanted to make sure I have the correct information in this situation.

Sincerely,

Finn Carpenter (*he/him*)
Constituent Services Associate
Office of Mayor Kaohly Her
Saint Paul City Hall – Suite 390
15 W Kellogg Blvd
Saint Paul, MN 55102
O: 651-266-8510
www.stpaul.gov



SAINT PAUL
MINNESOTA

From: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Sent: Wednesday, March 4, 2026 4:46 PM
To: Finn Carpenter <Finn.Carpenter@ci.stpaul.mn.us>
Cc: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Constituent Question

Finn,

I apologize for the delayed reply. It was not because you were bothering me or had the wrong person. Due to a family situation, I have been out of the office unexpectedly on/off for the past three weeks, so I missed a few emails. I appreciate that you followed up.

Regarding a contact person for solid waste/recycling related inquiries in the future – I'm happy to field concerns. I have copied Sarah Haas, my supervisor, on the email because she likes to be informed on issues that have been escalated to the Mayor's office. In the future, you are also welcome to give us a resident's contact information so that we can reach them directly and save you from having to relay information—whichever you prefer.

That said, if it is a basic solid waste request and the resident simply didn't know who to contact, you can direct them to contact our customer service line: 651-266-6101 or use our online form https://saintpaul.zendesk.com/hc/en-us/requests/new?ticket_form_id=33723561590669

James Loehner at 451 Montana

I have spoken to James many times. He lives in a single-family home and does not want to use the City's coordinated garbage collection service. We will not allow him to opt out.

Each 1-4-unit residential property in the City of Saint Paul is automatically opted into the City-coordinated garbage program; this is required by City ordinance. There is not an option available to fully opt out of City garbage service. The only exception is a City Ordinance that was recently updated to allow for *multi-unit properties* (2+ units) to cart share between those units.

If you need more details, whether about our program or about James specifically, I'm happy to share more.

Harini Elliot

Billing refunds are situation-specific, so it is difficult to answer that without more details.

- If this is an issue specifically about payments, such as how to set up autopay, when to expect a refund, or how to obtain a copy of their receipt—The resident will need to contact OFS Assessments: <https://www.stpaul.gov/departments/financial-services/billing-fees-and-assessments>
- If the resident is disputing a bill, the process is as follows:
 - If there is a mistake in a garbage bill that can be proven, we will either refund or credit the resident. Examples: Resident was billed for the wrong cart size or Resident is billed for extra bags that they did not set out.
 - If the resident states that there is a mistake in their garbage bill and there is no proof (or resident wants us to make an exception), then they may contest the bill at a Legislative Hearing. A Hearing Officer will hear the case and make a determination. Example: Resident had missed collection for one week and wants their entire bill waived for the quarter.

Let me know if you have any additional questions.

Best,



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Finn Carpenter <Finn.Carpenter@ci.stpaul.mn.us>
Sent: Wednesday, March 4, 2026 2:21 PM
To: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: Constituent Question

Hi Lydia,

Sorry to keep bothering you with questions (And if there’s someone else I should be asking, please let me know). I had another constituent call today asking about our policy on refunds/credit for accidental overpayment of garbage bills. The name was Harini Elliot, and it sounds like PW were able to refund part but not all of his overpayment.

Just want to make sure I understand that policy and situation correctly, any help would be appreciated.

Thanks,

Finn Carpenter (he/him)
Constituent Services Associate
Office of Mayor Kaohly Her
Saint Paul City Hall – Suite 390
15 W Kellogg Blvd
Saint Paul, MN 55102
O: 651-266-8510
www.stpaul.gov



SAINT PAUL
MINNESOTA

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

Submitted March 4, 2026 at 9:15 AM
Received via Inbound phone
Requester 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

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

#1683445 930 Laurel Ave, 55104 - Q2 Hearing Inquiry

Submitted February 27, 2026 at 2:36 PM Received via Voicemail Requester Harini Mody <modyhp98@gmail.com>

Status category Solved Ticket status Solved Type Question Priority Normal Group PW - Garbage Assignee Phil Reilly

Latitude/Longitude -93.13959,44.94479 Location 930 Laurel Ave, St. Paul, Minnesota, 55104 Is this a repeat report? No Ward Ward 1

Do you need an interpreter? No Please select the reason you are contacting the solid waste team Billing or Assessments Billing Year 2025

What is your billing or assessment question? Other Total time spent (sec) 174 Time spent last update (sec) 174

Language English Language confidence High Billing Quarter Quarter 2 (April 1 – June 30)

Harini Mody February 27, 2026 at 2:36 PM

Internal note

Voicemail from +1 (804) 244-7467
Call Details:

Call from: +1 (804) 244-7467
Call to: +1 (651) 372-8578
Time of call: 2026-02-27 20:33:02 UTC
Location: Mechanicsville, Virginia, United States
Answered by: Harini Mody
Length of phone call: 3 minutes, 29 seconds
Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA4628a0173c2c7d77c8c348a4be5f4c3b/twilio/voice/mail/recording>

system February 27, 2026 at 2:36 PM

Internal note

Call transcript:

0
0 Hi. My name is Harini Modi. My address is 930 Laurel Avenue, Saint Paul, Minnesota
: **Customer** 55104. I'm calling about a garbage bill dispute. It is for quarter 2, and I and, like, I just
0 need more information on how to get the money back that I overpaid on the bill.
2
0 **Customer** So please call me back. My phone number is 804247467. Thank you. Have a nice day.
0
:

2
2

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

Phil Reilly March 2, 2026 at 11:06 AM

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: 2026-03-02 17:05:44 UTC

Called by: Phil Reilly

Length of phone call: 1 minute, 9 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA334549da61e2d258943e5605e17ee369/twilio/recording>

Phil Reilly March 2, 2026 at 11:07 AM

Internal note

Resident wanted to dispute Q2 bill. LM explaining this is not possible, the deadline has passed.

Support software by Zendesk

#1662611 930 Laurel Ave - Q3 & Q4 2025 Billing Adjustments - Cart Count

Submitted February 17, 2026 at 4:03 PM
Received via Inbound phone
Requester Harini Mody <modyhp98@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
Solved	Solved	Question	Normal	PW - Garbage	Melanie Harding

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.13957,44.9448	930 Laurel Ave, St. Paul, Minnesota, 55104	No	18042447467

Other Name Harini Mody
Do you need an interpreter? No

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

What is your billing or assessment question? Extra Charges on My Bill
What were you charged for? Extra Carts
Total time spent (sec) 1301

Time spent last update (sec)	Adjustment Approved	Original Amount Billed	Reason for adjustment
14	Yes	992.30	Incorrect Cart Count

New Amount Billed 496.15
Billing Quarter Multiple Quarters

Phil Reilly February 17, 2026 at 4:03 PM

Internal note

Call from: +1 (804) 244-7467
Call to: +1 (651) 372-8578
Time of call: February 17, 2026 at 10:03:01 PM UTC
Answered by: Phil Reilly

Phil Reilly February 17, 2026 at 4:08 PM

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: 2026-02-17 22:03:01 UTC
Location: Mechanicsville, Virginia, United States
Answered by: Phil Reilly
Length of phone call: 5 minutes, 17 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA36e6c7c494bbb1da28377aff6488a0b5/twilio/call/recording>

Phil Reilly February 17, 2026 at 4:08 PM

Hello Harini,

Thank you for notifying us that there is a discrepancy in the quantity of containers for which you were billed. I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Phil

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Phil Reilly February 17, 2026 at 4:09 PM

Internal note

PO is being billed for six trash 35 but says they only have three. Would like credits on past bills too; they did not notice until Q4.

Melanie Harding February 20, 2026 at 8:53 AM

Hello Harini,

This is a follow-up to your report of an error on the Garbage Bill from the City for 930 Laurel Ave. We show that you've had 6 small, 35-gallon carts at the property, but it sounds like you've actually had 3 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist to adjust the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) bills. You should hear from her within 1 week. If you have already paid the bill, the overpayment will show up as a credit on your next garbage bill.

NOTE: I also see that the property has been approved for cart sharing and you are exchanging the 3 small carts for 2 medium carts. This means your next bill for Quarter 1 will be prorated between those 2 cart sizes.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Melanie Harding February 20, 2026 at 8:56 AM

Internal note

We are billing for 35(6) but property has 35(3). Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust Q3 & Q4 bills to reflect 3 carts instead of 6 and let PO know the new amounts.

NOTE: Cart sharing approved. Cart swap 35(3)-->64(2) scheduled for 2/26.

Jillian Barden February 20, 2026 at 4:21 PM

Hello Harini,

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

Q3 2025

- Original Invoice Amount: \$496.15
- Corrected Invoice Amount: \$248.07

Q4 2025

- Original Invoice Amount: \$496.15
- Corrected Invoice Amount: \$248.07

Thank you,

Jillian

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

stpaul.gov/garbage

Harini Mody February 20, 2026 at 6:48 PM

Hi Jillian,

Credit is fine by us, thank you!

Quarter 2 of 2025 had the same error. Could you correct that payment as well?

Also, I cannot find the paper copy of quarter 1 bill. Is it possible for you to check on that payment?

Really appreciate the quick response thank you.

Harini Mody

She | Her | Hers

Melanie Harding February 21, 2026 at 11:03 AM

Hello Harini,

We are only able to go back as far as Quarter 3 on billing adjustments. Quarter 2 has already been certified by City Council so no changes allowed. Quarter 1 was with your old garbage hauler so we don't have access to any of that billing information.

Thank you,

Melanie

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

Harini Mody February 21, 2026 at 11:47 AM

Hi Melanie,

Good to know.

How do I get a refund for Quarter 2 in that case? Attached is the bill for reference.

Thanks,

Harini Mody

Melanie Harding February 21, 2026 at 11:54 AM

Harini,

There is only a certain period of time you have to dispute an Assessment (garbage bill). The deadline for disputing Quarter 2 passed some time ago. We can only offer you refunds/credits for Quarter 3 and 4.

Melanie

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