

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
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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!



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Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
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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,



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Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
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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



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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,



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Lydia Kopf (Campbell) (she/her)
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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)
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