

#1681342 1106 Suburban Ave - Q3 2025 Legislative Hearing - Trash Bags

Submitted	Received via	Requester
February 26, 2026 at 4:13 PM	Inbound phone	Mai Yer Soung <msoung@comcast.com>

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

Latitude/Longitude	Location	Property ID Number
-93.05376,44.94949	1106 Suburban Ave, St. Paul, Minnesota, 55106	332922430121

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
332922430121	260134	11:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was overcharged for extra bags due to an invoice calculation error	03/19/2026

Rescheduled LH Date:
04/09/2026

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

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 was incorrectly charged for 13 bags when they should have only been charged for 4 bags. Staff recommends reducing assessment of \$209.16 to \$157.57, which is the standard 96-gallon cart charge, plus 4 extra bags

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 1	04/13/2026	Yes	11:00 am

Do you need an interpreter?	Project Number	Service Level	Total time spent (sec)
No	CG25Q3B5	96 gallons (weekly)	5222

Time spent last update (sec)	Hauler
4280	FCC Environmental

Rose Mary Lohr February 26, 2026 at 4:13 PM

Internal note

Call from: +1 (651) 274-2538

Call to: +1 (651) 372-8578

Time of call: February 26, 2026 at 10:12:42 PM UTC

Answered by: Rose Mary Lohr

Rose Mary Lohr February 26, 2026 at 4:32 PM

Internal note

Inbound call from +1 (651) 274-2538

Call Details:

Call from: +1 (651) 274-2538

Call to: +1 (651) 372-8578

Time of call: 2026-02-26 22:12:42 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Rose Mary Lohr

Length of phone call: 19 minutes, 20 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9b57fed45548a330ecba77edf3c8750c/twilio/call/recording>

Rose Mary Lohr February 27, 2026 at 8:58 AM

Internal note

Mai Yer Soung called said she received email from Melanie on 434 Nebraska Ave E, [#1651075](#). She said this property is not hers. She did get extra bag charge on 1106 Suburban. She paid the bill already. She would like us to make the correction removing her name of 434 nebraska and the extra charge.

Jillian Barden March 3, 2026 at 3:50 PM

Internal note

Outbound call to +1 (651) 274-2538

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 274-2538

Time of call: 2026-03-03 21:44:42 UTC

Called by: Jillian Barden

Length of phone call: 6 minutes, 7 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAC38367260b2aa760b742945b88ee08ad/twilio/recording>

Jillian Barden March 3, 2026 at 3:51 PM

Internal note

PO was charged for 13 bags but it should have only been 4 bags, invoice calculation error

Jillian Barden March 11, 2026 at 2:18 PM

Internal note

1106 SUBURBAN AVE	8/13/2025	10	FCC Enviromental
1106 SUBURBAN AVE	7/16/2025	3	FCC Enviromental

