

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

Submitted	Received via	Requester
March 18, 2026 at 1:42 PM	Side conversation	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: \$11319
- 35 gallon cart: \$82.69
- Seven trash bags: \$38.57

Recommended Q3 2025 correction: \$182.97

- 64 gallon cart: \$11319
- 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

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