#1954537 1931 Hawthorne Ave E - Q1 2026 Legislative Hearing Inquiry - Remodel

Submitted	Received via	Requester
July 31, 2026 at 1:22 PM	Mail	Josias M Ramirez Gomez <josias.mrg@gmail.com>

CCs
Garbage <garbage@stpaul.gov>

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

Latitude/Longitude	Location	Property ID Number
-93.01892,44.97857	1931 Hawthorne Ave E, Saint Paul, Minnesota, 55119	232922340144

Billing period for Delinquent Garbage Bill Assessment
Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment
2026

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
113.19	260153	10:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO recently purchased the home and has been under construction	08/13/2026

Rescheduled LH Date:	Other Name
08/27/2026	Josias M Ramirez Gomez

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)	Ward	Date of CP (MM/DD/YYYY)
January 1, 2026 - March 31, 2026	Ward 5	09/27/2026

Legislative Hearing Required	Rescheduled LH Time:	Do you need an interpreter?	Project Number
Yes	10:00 am	No	CG26Q1B3

Service Level	Please select the reason you are contacting the solid waste team	Billing Year
64 gallons (weekly)	Billing or Assessments	2026

What is your billing or assessment question?	Property owner or tenant?	Total time spent (sec)
Billing Inquiry	Property owner	1892

Time spent last update (sec)	Intent	Intent confidence

1 Billing::Wrong charge::Unexpected charge question High

Language	Language confidence	Sentiment	Sentiment confidence	Billing Quarter
English	High	Neutral	High	Quarter 1 (January 1 – March 31)

Hauler
FCC Environmental

Josias M Ramirez Gomez July 31, 2026 at 1:22 PM

Dear Residential Garbage Collection Team,

I am writing to request a review of the garbage charges for my property located at **1931 Hawthorne Ave E, St. Paul, MN 55119** (Property ID: **23-29-22-34-0144**).

I recently received a delinquent invoice for **$113.19** for garbage service covering **January 1, 2026, through March 31, 2026**. However, I believe these charges may have been applied in error.

I purchased this property last year, and since then it has remained **vacant and under renovation**. No one has lived at the property, and it has never been occupied during my ownership. Because of this, I did not request residential garbage service, nor am I aware of when or by whom the service was activated.

I respectfully request that you investigate the following:

- When was the garbage service established for this property?
- Who requested or authorized the service?
- Why was the account activated if the property has remained vacant and under construction?
- Whether these charges can be removed or adjusted if they were billed in error.

I would appreciate any information regarding the history of this account and the basis for these charges. If additional documentation is needed to support my request, I will be happy to provide it.

Thank you for your time and assistance. I look forward to your response.

Sincerely,

Josias M. Ramirez Gomez

1007 Edgerton st Saint Paul MN 55130

Phone: 612-239-2651
Email: Josias.mrg@gmail.com

Emily Torralba July 31, 2026 at 2:58 PM

Hello Josias,

Thank you for notifying us about a potential discrepancy in your garbage bill. I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Emily

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

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

Emily Torralba July 31, 2026 at 2:59 PM Internal note

PO states that they were suppose to have a UDRF on the property and they ended up getting billed for Q1. PO states they should not be getting billed for the property.

Jillian Barden August 5, 2026 at 8:57 AM

Hello Josias

Thank you for reaching out about your garbage invoice. Our records indicate there was no service hold placed on the property when you purchased the home. In the city of Saint Paul, garbage service is required for all 1-4 unit homes.

I can place a hold on your account, starting now. How long would you like to place the hold for? For properties undergoing renovations, I typically recommend our long term hold, which is six months or more. We remove the garbage and recycling carts and the billing will not reactivate unless you call and request carts. Our short term holds automatically restart on whatever specific date you choose.

Let me know which hold you decide,

Jillian

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

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

Josias M Ramirez Gomez August 5, 2026 at 9:15 AM

Hello Jillian,

Thank you for the information. Please place a long-term hold on the account, as the property remains vacant and under renovation. You may remove the garbage and recycling carts. I will contact the City when the property is ready to resume service.

I would also like to respectfully request that the previous charges be reconsidered. No one has lived at the property since I purchased it, and the garbage service has not been used. I was not aware that I needed to separately request a service hold, and I did not request that the service be activated.

Would it be possible to adjust or waive some of the previous charges because the property has remained vacant and under renovation?

Thank you for your assistance.

Josias Ramirez

Jillian Barden August 5, 2026 at 10:32 AM

Hi Josias

I have backdated the service hold to the beginning of the quarter (July 1, 2026) instead of starting it this month. In order to get the Quarter 1 invoice removed, we would have to attend a legislative hearing, and I do not make the decision on if the charges will removed.

Rose just called in while I was drafting this email. I let her know about the charges, how they were assessed to the property and the legislative hearing process. She will be attending the hearing. The hearing will be on August 13, 2026, and they are held via teleconference. This means we will call Rose around 10am.

If the Quarter 1 invoice is removed at the legislative hearing, then we can remove the Quarter 2 invoice as well. If the Quarter 1 invoice is not removed, then we would not be able to adjust the Quarter 2 invoice.

Let me know if you have questions

Thank you,

Jillian

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

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

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