#1945152 925 Magnolia Ave E - Q1 2026 Legislative Hearing Inquiry - Trash Bags

Submitted	Received via	Requester
July 27, 2026 at 9:04 AM	Voicemail	Brian Balsaitis <thebrianbmail@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	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.06145,44.97405	925 Magnolia Ave E, Saint Paul, Minnesota, 55106	16123609220

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
282922220086	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
11.71	260154	10:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
This property was charged for extra bags in the neighbor's cart	08/13/2026

Rescheduled LH Date:	Other Name
08/27/2026	Brian

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?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)
January 1, 2026 - March 31, 2026

Staff Comments
This property has an Unoccupied Dwelling Registration for both sides of the duplex. There are no carts at the property. Staff requested photos of the bags and it shows a cart on the neighboring property at 919 Magnolia Ave. Staff recommends removing assessment

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 6	09/6/2026	Yes	10:00 am

Do you need an interpreter?	Project Number
No	CG26Q1B4

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2026

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Service Hold Not Applied	4775	612

Language	Language confidence	Billing Quarter	Hauler
English	High	Quarter 1 (January 1 – March 31)	FCC Environmental

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Brian Balsaitis July 27, 2026 at 9:04 AM

Internal note

Voicemail from +1 (612) 360-9220
Call Details:

Call from: +1 (612) 360-9220
Call to: +1 (651) 372-8578
Time of call: 2026-07-27 14:00:39 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Brian Balsaitis
Length of phone call: 3 minutes, 57 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA7c6499e836ebfd8003bfb21e8c755058/twilio/voicemail/recording

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system July 27, 2026 at 9:04 AM

Internal note

Call transcript:

00:02	**Customer**	Good morning. Good good Monday morning. How about that? Monday morning, 9AM. My name is Brian Valsetis.
00:13	**Customer**	The number you can reach me at is (612) 360-9220. I'm calling requesting some assistance. I have a $11 ratification of assessment hearing at the courthouse because you guys still haven't sorted out my garbage situation. There's some lack of communication between the departments there in Saint Paul, apparently. If you give me a call, we can chat through this and and wrap it up with a bow as opposed to me going in front of the city council and embarrassing everybody.
00:52	**Customer**	Thank you very much for your help. I hope you're having a good day. We'll chat soon. Bye bye.

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

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Michele Jerue July 27, 2026 at 2:37 PM

Hello

Thank you for contacting the City of Saint Paul about your Quarter 1 garbage bill. This letter was not sent to you in error and there is a payment due to the City for garbage and/or yard waste service.

Under the new City of Saint Paul garbage agreement, service is billed as an assessment at the end of the quarter. This bill includes your regular quarterly charge plus any extra services you might have used, like extra bags, changing cart sizes, or if you had a service hold.

If there are unpaid balances after December 10, any remaining balance will be sent to Ramsey County and assessed to your property taxes. There is a fee of 5.95% per assessment for this process.

If you believe the assessment is incorrect, please let us know so we can investigate the matter. If you would like to contest the assessment for any reason, you can request a legislative hearing. To do that you, please reply to this email stating you'd like to appeal.

If the charges are correct and you make a payment, the Legislative Hearing will be cancelled. There are multiple ways to pay this assessment.

- Online: One-time payments can be made using the Assessment Payment Portal with a check, debit, or credit card at stpaul.gov/assessments
- Mail: Checks or money orders can be written out to CITY OF ST PAUL - ASSESSMENTS and mailed to:

  City of Saint Paul – Assessments

  Lockbox 446150

  PO Box 64127

  Saint Paul, MN 55164-0127

- In-person: Cash, check, or money order payments can be dropped off at the Assessment Office (downtown) in City Hall:

  Office of Financial Services - Assessments
  15 Kellogg Blvd. W. - 7th Floor (Suite 700)
  Monday – Thursday
  8:00 am – 4:00 pm
  Note: *Customer Lobby is closed on Fridays*

- Recurring: Set up recurring payments online through our new payment portal.
  - Create a login and password and set up your account at https://deluxebillpay.com/ebpp/StPaulAsmts2/Login/Index
  - You will need an Access Code the first time you log in. This will be provided on your paper bill.
  - If you do not have your paper bill and need the access code, call 651-266-8858 EXT 1 or email **ofs-assessments@ci.stpaul.mn.us**.

    ***NOTE:** If you set up recurring payments *after* the due date, you will still need to make a one-time payment for your current bill.

Thank you,
Jillian

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

Jillian Barden August 3, 2026 at 4:02 PM Internal note

UDRF, will need hearing if no bags

Jillian Barden August 4, 2026 at 12:50 PM Internal note

Outbound call to +1 (612) 360-9220
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 360-9220
Time of call: 2026-08-04 17:48:00 UTC
Called by: Jillian Barden
Length of phone call: 2 minutes, 35 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA772b938e8ab197c038b91af32b191623/twilio/recording

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Jillian Barden August 4, 2026 at 12:50 PM Internal note

Left VM

Jillian Barden August 4, 2026 at 3:08 PM Internal note

Outbound call to +1 (612) 360-9220
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 360-9220
Time of call: 2026-08-04 20:06:33 UTC
Called by: Jillian Barden
Length of phone call: 2 minutes, 17 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA050d273b26a656fad9c934e36a90eb1f/twilio/recording

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Jillian Barden August 4, 2026 at 3:13 PM Internal note

verified via google maps these bags belong to 919 Magnolia, needs hearing

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Jillian Barden August 4, 2026 at 3:17 PM

Hi Brian

I just called and left you a VM, but the extra bags belong to your neighbor. We can get those charges removed, but I need to take it to legislative hearing on August 13. You are not required to attend became I have enough evidence to recommend removing the charges from your account.

Let me know if you have ny questions. I have attached the photo for your review

Thank you,

Jillian

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

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

https://saintpaul.zendesk.com/attachments/token/LsKwogCcYssQA7n1gGatAD2aF/?name=image.png

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