# #1941555 1045 Magnolia Ave E - Q1 2026 Legislative Hearing Request - Service Hod Not Applied

| Submitted | Received via | Requester |
|---|---|---|
| July 23, 2026 at 1:08 PM | Web form | Kue Yang <kueyang@msn.com> |

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

| Location | Other Telephone | Property ID Number |
|---|---|---|
| 1045 Magnolia Ave | 16518082882 | 282922210103 |

**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 |
|---|---|---|
| 82.69 | 260154 | 10:00 |

| Stated Reason for Appeal (if given) | Date of LH (MM/DD/YYYY) | Rescheduled LH Date: | Other Name |
|---|---|---|---|
| The house been vacant since Dec 2025 | 08/13/2026 | 08/27/2026 | Kue Yang |

**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)**
January 1, 2026 - March 31, 2026

**Staff Comments**
PO passed away prior to July 2025 and son believed he requested a service hold in Dec 2025, but he contacted WM instead of the City. WM sent an ambiguous email back stating the account was closed. Staff recommends removing assessment.

| Date of CP (MM/DD/YYYY) | Legislative Hearing Required | Rescheduled LH Time: |
|---|---|---|
| 09/16/2026 | Yes | 10:00 |

| Do you need an interpreter? | Project Number | Service Level | Total time spent (sec) |
|---|---|---|---|
| No | CG26Q1B4 | 35 gallons (weekly) | 5148 |

| Time spent last update (sec) | Intent | Intent confidence | Language |
|---|---|---|---|
| 1 | Order::Order return::Return not picked up | High | English |

| Language confidence | Sentiment | Sentiment confidence | Hauler |
|---|---|---|---|
| High | Negative | High | FCC Environmental |

**Kue Yang** July 23, 2026 at 1:08 PM

We canceled service with Waste Management in Dec 2025 and nothing have been pick up. Sold house on May 1.

https://saintpaul.zendesk.com/attachments/token/CrBJCE1meuVlvqtZGXrfCK4Bb/?name=Screenshot_20251205_091606_Outlook.jpg

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**Lydia Kopf** July 27, 2026 at 9:26 AM Internal note

No record of hold at 1045 Magnolia Ave E. States they filed it with WM and that there has been no collection.

7/23/25: Seems mother died and son took possession #1261285
5/1/26: New PO #1768625

Q4 2025: $82.69 - paid
Q1 2026: $82.69 - unpaid
Q2 2026: $86.08 - not sent

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**Lydia Kopf** July 27, 2026 at 9:52 AM

Hello Kue,

Thank you for contacting the City of Saint Paul about your Quarter 1 – 2026 garbage billing assessment at 1045 Magnolia Ave E. The assessment of $82.69 is for unpaid garbage service from Quarter 1 (January - March).

In April 2025, the City took over all communications and accounts for residential garbage service in Saint Paul. Because of this, we have no record of the hold you mentioned. It seems that WM did not inform you of the change, so I understand the confusion.

**Can you please share an image of the WM email you attached that includes the dates of the hold and/or the date of communication?**

Looking forward, the Quarter 2 - 2026 invoice will be mailed to the current owner listed on the property taxes at the end of July. The Quarter 2 assessment should have been split in the paperwork done by the title company at closing. Because there was no record of the hold, this means the full billed assessment (between the two owners) will be $86.08.

If you would like to contest the assessment, 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*

Thank you,

Lydia

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

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**Lydia Kopf** July 27, 2026 at 9:56 AM Internal note

PO states they filed a hold with WM in Dec 2025. PO states that WM responded saying hold placed. Home sold in May 2026.

- Asked PO to send screenshot/image of WM's email with dates.
- Asked FCC to spot check service January-April 2026 to see if cart was out.

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