

# #1689919 994 CARROLL AVE - Q3 2025 Legislative Hearing - Service Hold not Applied

**Submitted** March 4, 2026 at 11:23 AM  
**Received via** Inbound phone  
**Requester** Asegedam Keleta <selameasegedom@gmail.com>

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

**Latitude/Longitude** -93.14238,44.95014  
**Location** 994 Carroll Ave, St. Paul, Minnesota, 55104  
**Other Telephone** 16514174302  
**Property ID Number** 352923330044

**Billing period for Delinquent Garbage Bill Assessment** Quarter 3 (July - September)  
**Billing year for Delinquent Garbage Bill Assessment** 2025

**Total amount due for Delinquent Garbage Bill Assessment** 58.47  
**Assessment No.** 260134  
**Time of LH** 11:00 am

**Stated Reason for Appeal (if given)** Service Hold was not applied to Quarter 3 bill  
**Date of LH (MM/DD/YYYY)** 03/19/2026  
**Rescheduled LH Date:** 04/19/2026

**Other Name**  
Keleta Asegedam

**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?**  
Yes

**Garbage Invoice Dates (i.e. January 1- March 31)**  
July 1, 2025 - September 30, 2025

**Staff Comments**  
PO requested service hold, and the hold was not applied to the account. Staff recommends reducing assessment to \$32.94

**Ward** Ward 1  
**Date of CP (MM/DD/YYYY)** 04/15/2026  
**Legislative Hearing Required** Yes  
**Rescheduled LH Time:** 11:00 am

**Do you need an interpreter?** No  
**Project Number** CG25Q3B5  
**Service Level** 35 gallons (every other week)

**Please select the reason you are contacting the solid waste team** Billing or Assessments  
**Billing Year** 2025

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Received a Legislative Hearing Notice	1504	1111

Billing Quarter	Hauler
Quarter 3 (July 1 – September 30)	FCC Environmental

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**Sophia Yang** March 4, 2026 at 11:23 AM

Internal note

Call from: +1 (651) 417-4302  
Call to: +1 (651) 372-8578  
Time of call: March 4, 2026 at 5:22:51 PM UTC  
Answered by: Sophia Yang

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**Sophia Yang** March 4, 2026 at 11:39 AM

Internal note

Inbound call from +1 (651) 417-4302  
Call Details:  
  
Call from: +1 (651) 417-4302  
Call to: +1 (651) 372-8578  
Time of call: 2026-03-04 17:22:51 UTC  
Location: Minnesota, United States  
Answered by: Sophia Yang  
Length of phone call: 16 minutes, 18 seconds  
Listen to the recording:  
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAab79041c95e84bcd382c537937097092/twilio/call/recording>

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**Sophia Yang** March 4, 2026 at 11:39 AM

Internal note

Keleta will be at the hearing 03-19 at 1am.

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**Jillian Barden** March 12, 2026 at 5:06 PM

Internal note

Outbound call to +1 (651) 417-4302  
Call Details:  
  
Call from: +1 (651) 413-6624  
Call to: +1 (651) 417-4302  
Time of call: 2026-03-12 21:59:13 UTC  
Called by: Jillian Barden  
Length of phone call: 7 minutes  
Listen to the recording:  
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA712496ef91bf7dc605b3b2b82cd46d59/twilio/recording>

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**Jillian Barden** March 12, 2026 at 5:13 PM

Internal note

\$32.94 is the correct prorated amount for a 35 gal EOW cart. Talked with PO and he will be mailing in the payment to the Lockbox.