#1202663 782 Sims Ave - Q1 2025 Assessment Inquiry

Submitted	Received via	Requester
June 22, 2025 at 18:54	Voicemail	Stephanie A Pruitt <itsmestephanie333@gmail.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.06744,44.96927	782 Sims Ave, Saint Paul, Minnesota, 55106	No

Other Telephone	Ticket Referred From	Property Type	Property ID Number
6127431503	Direct/Personal Line	SUD	292922410101

Billing period for Delinquent Garbage Bill Assessment

Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment

2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
152.32	250117	9:00 a.m.

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Other Name
PO is requesting hearing to dispute extra bag charges.	07/24/2025	Stephanie Pruitt

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?

Yes

Garbage Hauler	Have you contacted your hauler about this garbage bill before?
Waste Management	No

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

January 1, 2025 - March 31, 2025

Staff Comments

PO is disputing bag charges because she asked for a larger cart on Jan 27 and the swap did not occur, The extra bags charges occurred on October 3, 2024, and were invoiced on the Q1 2025 bill. PO now has a larger cart as of June 23. Staff does not recommend Reducing or removing the assessment.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
8/13/2025	Yes	No

Project Number	Service Level
CG2503A2	64 gallons (weekly)

Please select the reason you are contacting the solid waste team	Billing Quarter
Billing or Assessments	Quarter 1 (January 1 – March 31)

Billing Year	What is your billing or assessment question?	Total time spent (sec)
2025	Received a Legislative Hearing Notice	9493

Time spent last update (sec)

88

Stephanie A Pruitt June 22, 2025 at 18:54 Internal note

Voicemail from +1 (612) 743-1503

Call Details
Call from: +1 (612) 743-1503
Call to: +1 (651) 413-6624

Time of call: 2025-06-22 23:52:06 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 1 minute, 33 seconds

Transcription
Hello, my name is Stephanie pruitt and I am at 782, sims avenue, st. Paul, Minnesota, 5510616. So anyways, I am supposed to have a legislative sharing on July 10th over unpaid garbage bills. And I went through a whole thing with waste Management because for more than one month I was unable to access the website and could not get through on the phone. I do not know why more. I did speak to someone, they said they're no longer responsible for the garbage pick up in the city of st. Paul, i've been trying to find out with the engine asked value logic this letter and notify me that I have missed $1.00 payment of a $152.00 with no notification of who is taken over was supposed to contact who was supposed to pay And I'm really very deeply distrustful with this. Please return my call at your earliest convenience at 612-743-1503. Thanks for your time.

Gaby Cimadevilla June 23, 2025 at 11:03 Internal note

Consultation call
Initiated by: Gaby Cimadevilla
Received by: Jillian Barden

Jillian Barden June 23, 2025 at 11:04 Internal note

Call transferred.
From: Gaby Cimadevilla
To: Jillian Barden

Jillian Barden June 23, 2025 at 11:28 Internal note

Outbound call to +1 (612) 743-1503

Call Details
Call from: +1 (651) 372-8578
Call to: +1 (612) 743-1503
Time of call: 2025-06-23 15:49:32 UTC
Called by: Jillian Barden
Length of phone call: 39 minutes, 16 seconds

Jillian Barden June 23, 2025 at 11:29 Internal note

Delinquent Garbage Bill January to March 2025 4/11/2025 1 $152.32
Org has UDRF checked, but she has service.

PO also has 64 gallon cart, and PO is being charged for 96

Jillian Barden June 23, 2025 at 11:32

Hi Stephanie

Please respond to this email with a photo of your garbage can size so I can forward it to WM

Jillian

Jillian Barden June 23, 2025 at 11:40 Internal note

Outbound call to +1 (612) 743-1503

Call Details
Call from: +1 (651) 372-8578
Call to: +1 (612) 743-1503
Time of call: 2025-06-23 16:37:23 UTC

Called by: Jillian Barden
Length of phone call: 3 minutes, 23 seconds

Stephanie A Pruitt June 23, 2025 at 11:58

On Mon, Jun 23, 2025, 11:32 AM Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:

> SAINT PAUL MINNESOTA
>
> Your request (1202663) has been updated. To add additional comments, reply to this email.
>
>
>
> **Jillian Barden** (City of Saint Paul)
> Jun 23, 2025, 11:32 CDT
>
> Hi Stephanie
>
> Please respond to this email with a photo of your garbage can size so I can forward it to WM
>
> Jillian
>
> This email is a service from City of Saint Paul.
> [LZR0NM-1RXYY]

Jillian Barden June 23, 2025 at 12:00 Internal note

PO called in to discuss how a leg hearing was created. Explained process.

PO is being incorrectly charged for the wrong size cart. She has a 64, and not a 96. PO is requesting a 96 cart now. Will need to take to hearing to adjust for wrong cart size

PO is also requesting a recycling cart swap.

PO wants to swap trash cart for large, set that up as well

Jillian Barden June 23, 2025 at 12:00

Hi Stephanie

I received your photos. I will forward these to WM and start the legislative hearing process now. I will keep you posted

Jillian

Stephanie A Pruitt June 23, 2025 at 13:10

01174 14193

Stephanie A Pruitt June 25, 2025 at 08:04

Good Morning Jillian, I want to make sure you got the pics, and they are acceptable. Please let me know
Thank You,
Stephanie Pruitt

Jillian Barden June 25, 2025 at 15:13

Hi Stephanie

Yes, I have received your photos. I emailed them to WM and I am still waiting for their response. I will let you know something as soon as I hear back

Jillian

Stephanie A Pruitt June 25, 2025 at 20:32

Thank you Jillian. Have a good night

Jillian Barden June 30, 2025 at 09:57

Hi Stephanie

I just heard back from WM and I now understand the billing. The reason why you were charged a higher rate on the Quarter 1 2025 bill is because WM picked up four bags on October 3, 2024. This increased your bill just enough that it appeared you were incorrectly charged for a 96 gallon cart, but you were really charged for a 64 gallon cart plus extra bags.

I hoped this information helped cleared things up. The charges are valid. You can still attend the legislative hearing, but you would be disputing the extra bags fees instead of being incorrectly billed for the wrong size cart. Extra bags fees are typically not usually disputed a legislative hearing, but it's up to you. Extra bags are $3 plus taxes and fees.

You can pay your garbage assessment online using the Assessment Payment Portal at stpaul.gov/assessments with a check, debit, or credit card, or you can mail a check (written out to CITY OF ST PAUL - ASSESSMENTS) and send it to:

CITY OF ST PAUL - ASSESSMENTS
700 CITY HALL
15 WEST KELLOGG BOULEVARD
ST PAUL, MN 55102-1658

Please let me know if you have any additional questions.

Jillian

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

I hope this helped clear up any confusion

Jillian

Stephanie A Pruitt July 1, 2025 at 09:03

Thank you for getting back to me. I disagree because I put in the request for larger garbage cans, they were not delivered when they said they would be, and I am not inclined to pay charges for not having my needs met when I did what I was supposed to do. I have had bags on the ground before and not been charged. I am disabled and on a fixed income. I will not be railroaded, or exploited. This is why there are Statutes, and rules within the State, and the Board of Commerce, to protect consumers, and disabled individuals from unfair practices.

Jillian Barden July 1, 2025 at 11:31

Hi Stephanie

I understand your concerns and frustration. The bags were collected on October 3, 2024 and you requested the larger cart on January 27. If the cart exchange happened as planned, you would have still been charged for the extra bags, and the larger cart on the Quarter 1 2025 billing statement.

You could contest the extra bag fees at the legislative hearing on July 10 but contesting the bag fees does not always mean the bag charges will be removed.

Let me know how you would like to proceed.

Jillian

Stephanie A Pruitt July 10, 2025 at 10:39

My services people moved my paperwork and I can not find the login info!!

Jillian Barden July 10, 2025 at 12:56

Hello Stephanie,

Are you looking for login info to make a payment, or are you trying to access the hearing? I did not hear a response from you on July 1, so I did not schedule a hearing for you. If you want to still do a hearing, I can set one up for July 24. **Please respond to this email and let me know if I should schedule a hearing.**

If you just want payment information, let me know and I can send that over as well.

Jillian

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

Stephanie A Pruitt July 10, 2025 at 13:31

Please, set the hearing. Thank you. I am very curious though as to why no matter who I spoke with, no one even attempted to help me find the info I was seeking. So , let me ask you this....
In the event I can not locate the login information for the hearing that will be scheduled, what department or phone number do I call?? Could you provide me with that information?? Please, and Thank you .
I appreciate your time Jillian. Thank you so much.....

Jillian Barden July 10, 2025 at 14:05

Hi Stephanie

We do not have a dial in option at this time, only an in person and call out option. I will set up that hearing for you. We will call you after 9am on July 24. What is the best phone number to reach you?

Jillian

Stephanie A Pruitt July 10, 2025 at 15:35

The hearing I was notified about was scheduled for today, 7/10/2025 at 10:30 am via zoom. I had the login information in the letter. I think you may have misunderstood my question.What I was asking was, in the event that the notice i receive in the mail for the upcoming hearing is misplaced, what department, or what phone number do I call to get the login information for zoom?? I assume I will be receiving written notice via USPS for the upcoming hearing.
My phone number is (612) 743-1503
Thank You

Jillian Barden July 10, 2025 at 16:19 Internal note

Outbound call to +1 (612) 743-1503

Call Details
Call from: +1 (651) 372-8578
Call to: +1 (612) 743-1503
Time of call: 2025-07-10 21:08:28 UTC
Called by: Jillian Barden
Length of phone call: 11 minutes, 4 seconds

Jillian Barden July 10, 2025 at 16:39 Internal note

PO originally called in to ask about how a legislative hearing was scheduled and how to resolve billing and cancel the hearing. Informed PO of legislative hearing process. PO then requested larger cart, and when I informed her that she has the largest cart available, PO stated she has the medium and sent a photo to confirm size. PO's Q1 2025 bill should reflect billing for 1 64 gallon cart from April 1, 2025 - June 26, 2025.

However, WM informed me that she has always had a 64 gal cart, and the extra charges are for bags. PO is now requesting hearing to dispute bag charges and asked us to swap 64 to 96 gal cart

Bags are $4.19 after CEC and SWMT fee. PO had 4 bags on October 3, 2024

Jillian Barden July 10, 2025 at 16:41 Internal note

ENTER HEARING

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