#1467860 1142 FARRINGTON ST - Q2 2025 Assessment Hearing

Submitted	Received via	Requester
November 4, 2025 at 11:04	Phone call (inbound)	Sarah Johnson <sjjohns67@gmail.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.11339,44.97549	1142 Farrington St, St. Paul, Minnesota, 55117	No

Other Telephone	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
16127414301	252923120122	Quarter 2 (April - June)

Billing year for Delinquent Garbage Bill Assessment

2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
357.75	250121	10:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was incorrectly charged for five carts at her triplex instead of three carts	11/13/2025

Rescheduled LH Date:	Other Name
11/20/2025	Sarah Johnson

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)

April 1 - June 30

Staff Comments

PO purchased home in Feb 2025 and requested a cart swap in early April. There were two 64 gallon carts and one 96 gallon cart on site. However, PO would have been charged for only two 96 gallon carts for Quarter 2 2025 if they did not request cart swap.

When the cart swap was processed, there was a processing error that caused it to undercharge the 35 gallon carts, and leave the 96 gallon cart charges on the account. Staff recommends reducing the Quarter 2 2025 bill from $357.75 to $273.39, which is 3 weeks of having two 96 gallon carts and 11 weeks of having three 35 gallon carts.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 5	12/17/2025	Yes	10:00

Do you need an interpreter?	Project Number	Service Level
No	CG25Q2B4	35 gallons (weekly)

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

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Billing Inquiry	3172	786

Billing Quarter	Hauler
Quarter 2 (April 1 – June 30)	FCC

Sophia Yang November 4, 2025 at 11:04 Internal note

Call from: +1 (612) 741-4301
Call to: +1 (651) 413-6624
Time of call: November 4, 2025 at 5:03:19 PM UTC
Answered by: Sophia Yang

Sophia Yang November 4, 2025 at 11:12 Internal note

Inbound call from +1 (612) 741-4301

Call Details
Call from: +1 (612) 741-4301
Call to: +1 (651) 413-6624
Time of call: 2025-11-04 17:03:19 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Sophia Yang
Length of phone call: 9 minutes, 12 seconds

Sophia Yang November 4, 2025 at 11:12 Internal note

Jill - Sarah said that she is being charged for the wrong garbage cart for 2Q. She would like a call back to discuss about the bill.

Jillian Barden November 6, 2025 at 13:06 Internal note

Outbound call to +1 (612) 741-4301

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 741-4301
Time of call: 2025-11-06 18:56:54 UTC
Called by: Jillian Barden
Length of phone call: 9 minutes, 28 seconds

Jillian Barden November 6, 2025 at 13:20 Internal note

Talked with PO, they only have three carts. Requested cart swap in early April, from three 64 carts to three 35 carts. There have never been any 96 carts on site.

PO purchased home in Feb 2025.

The Q2 bill was also incorrectly invoiced. This is what it displayed
35 gallon carts - 3 - 60.03
96 gallon carts - 2 - 199.38

Really it should have been
35 gallon carts - 3 - 180.09
96 gallon carts - 2 - 199.38

Either way, the two 96 cart charges need to be removed

Jillian Barden November 6, 2025 at 15:39 Internal note

well, there should also be a small prorated charge for the swap from two 64 and one large into three 35 gallon carts in early April

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Jillian Barden November 6, 2025 at 16:02 Internal note

Looking at the initial data, the account information from the hauler listed two 96 carts at the property prior to April 1 transition.

Quarter 3 should be $248.07 after taxes and fees