#1461879 2030 Pinehurst Ave - Q2 2025 Assessment Inquiry

Submitted	Received via	Requester
October 30, 2025 at 14:30	Mail	Stuart Yeh <istravinsky3001@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?
-93.18615,44.91875	2030 Pinehurst Ave, St. Paul, Minnesota, 55116	No

Property ID Number
162823220075

Billing period for Delinquent Garbage Bill Assessment
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
58.47	250119	9:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was out of town during transition and just returned back to learn of changes	11/13/2025

Rescheduled LH Date:
11/20/2025

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)
April 1 - June 30

Staff Comments
PO initially reached out to restart service after a vacation hold and found out about the changeover. The PO had an Aspen cart for all of 2025 up until recently, and it was not serviced by FCC Environmental during Q2 2025. Staff recommends reducing assessment.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
12/17/2025	Yes	9:00

Do you need an interpreter?	Project Number	Service Level
No	CG25Q2B2	35 gallons (every other week)

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

What is your billing or assessment question?	What kind of service hold did you request?
Service Hold Not Applied	Temporary - 4 to 26 weeks

What was the requested end date?	What was the requested start date?	Total time spent (sec)
October 31, 2025	April 1, 2025	5145

Time spent last update (sec)	Intent	Intent confidence
1131	Service::Service information::Available services	Low

Language	Language confidence	Sentiment	Sentiment confidence	Billing Quarter	Hauler
English	High	Neutral	High	Multiple Quarters	FCC

Stuart Yeh October 30, 2025 at 14:30

---------- Forwarded message ---------
From: **Stuart yeh** <istravinsky3001@gmail.com>
Date: Thu, Oct 30, 2025, 2:25 PM
Subject: waste management bill
To: <ofs-assessments@ci.stpaul.mn.us>

I am confused about the switch from Aspen Waste Management to the City of St. Paul. I was away from my home and did not receive service. Now I wish to restart service. What is the procedure? Can I simply restart payments via the online portal? Do I have to pay for service I did not receive (because I was away from my home until today)? Can I utilize the old Aspen Waste Management garbage bin? If I leave a foam cushion outside of the bin, could you please pick this up in addition to the contents of the bin?

Megan Beuthien October 31, 2025 at 08:53

Hello Stuart,

As of April 1, 2025, the City of Saint Paul began a new garbage hauling contract for homes with 1-4-units. About 90 percent of households have their garbage picked up by a new hauler, called FCC Environmental Services. The other 10 percent are serviced by the City of Saint Paul.

Here is a summary of what you need to know as a resident or homeowner:

Collection Day: There has been no change in your garbage or recycling collection day. The time of your collection might have changed. Please make sure carts out by 6 AM as they may be picked up as late as 6 PM. You can continue using your same garbage cart that you have now.

Billing: Garbage billing is now handled through the City of Saint Paul Assessments Office. Bills will be mailed quarterly in the month following a service period. Garbage bills are mailed quarterly to the mailing address on file with Ramsey County for the property owner. Additional billing details are available at stpaul.gov/garbagerates.

Bulky Items: Households can now have 1 bulky item collected per dwelling unit per calendar month. Pickups must still be scheduled at least 48 hours in advance and will happen on your usual garbage collection day. Find out more at stpaul.gov/bulky.

Customer Service: All customer service needs for solid waste and recycling are now handled by the City. This includes missed collection reports, billing questions, cart repairs, and all other waste-related inquiries. To reach us, reply to this email or use one of the following:

- Web Form: Click Here
- Email: garbage@ci.stpaul.mn.us
- Phone: 651-266-6101

Thank you,

Megan

City of Saint Paul
Public Works - Solid Waste & Recycling
651-266-6101
garbage@ci.stpaul.mn.us

Stuart Yeh October 31, 2025 at 13:04

Megan,

I was away from April through October. I would like to restart service but request waiver of fees from April through October.

Stuart

Megan Beuthien October 31, 2025 at 13:24

Stuart,

Can you please provide the following information:

- Previous hauler:
- Service Address:
- Start date of hold:
- End date of hold:
- Size(s) of cart(s) on hold:

Once we have this information, our billing specialist will investigate and get back to you with a resolution within a week.

Thank you,

Megan

City of Saint Paul
Public Works - Solid Waste
651-266-6101
garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Stuart Yeh October 31, 2025 at 14:23

Hi Megan,

I spoke with Shelly. She is planning to followup with the waste hauler.

Previous hauler: Aspen Waste
Service address: 2030 Pinehurst Ave Saint Paul 55116
Start date of hold: April 1
End date: October 31.
Size of cart: small

Regards,
Stuart

Jillian Barden November 5, 2025 at 09:42

Hi Stuart

Thanks for reaching out about your garbage bill with the City of Saint Paul.

- Quarter 2: The charges for Quarter 2 must go to a Legislative Hearing on November 13. We have enough information to recommend the bill's removal, but please know I cannot guarantee the outcome.
- Quarter 3: Once the Quarter 2 decision is final, we can recommend the same action for the Quarter 3 bill without needing another hearing.

I have a few questions:

1. You will need a city branded cart. I can have that swapped out for you. The small (35 gallon) cart is now $82.69 per quarter. Do you still have the Aspen cart, and need the city cart delivered?

2. Do you still need the foam cushion to be picked up?
3. Did you want to attend the legislative hearing on November 13? Your attendance is not required. The hearing will be between 9am and 11am, and we would call you via phone if you plan on attending.

Thank you,

Jillian

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

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

Stuart Yeh November 5, 2025 at 11:06

Jillian,

I greatly appreciate your note, thank you!

1. Yes, I have the Aspen cart. It is in the alley behind my home, so it is ready to be swapped for the city cart.
2. Someone scavenged the foam cushion, so I already canceled the bulky item pickup.
3. I will not attend the hearing if my attendance is not required.
4. I believe the overdue charges will be transferred to Ramsey county mid-November and a late fee will be applied. Should I go ahead and pay the charges and await the outcome of the hearing? I presume that I would receive a credit if the overdue charges are dismissed.
5. I presume that I only need to restart auto payments to receive service going forward--correct?

Thank you for your attention to these questions.

Stuart

Jillian Barden November 5, 2025 at 13:51

Hi Stuart

I will set up a cart swap to happen in the next couple days. We usually do swaps on your collection day but because you have an Aspen cart, I am going to try and push to get you a cart before collection day to ensure you are collected next week.

The overdue charges are typically set to transfer to Ramsey County on November 15, but we asked for an extension this year. If you pay the assessment, then there is nothing to contest. If you make a payment, it means you agree to the charges. I would wait until after the hearing to make a payment. The balance will not transfer until December 19.

You can set up autopay with the city moving forward. There will be instructions on how to set that up on your next bill, along with the access code needed to set up an account.

Thank you,

Jillian

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

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

Stuart Yeh November 5, 2025 at 15:19

Ok, very good, thank you!