

41501700 1039 Stinson St, 55103 - Q2 2025 Assessment Inquiry

Submitted Received via Requester

November 21, 2025 at 13:37 Phone call (inbound) Sueann B Clemans

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>

Status categoryTicket statusTypePriorityGroupAssigneeOpenOpenQuestionNormalPW - GarbageJillian Barden

Latitude/Longitude Location Is this a repeat report? Other Telephone

-93.14388,44.96941 1039 Stinson St, St. Paul, MN, 55103 Yes 16512317517

Property ID Number Billing period for Delinquent Garbage Bill Assessment

262923320016 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

82.69 250121 3:30

Stated Reason for Appeal (if given)

Date of LH (MM/DD/YYYY)

Other Name

PO has an EOW cart but is being billed for 35 11/25/2025 Sueann B Clemans

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

No

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 states someone told her to just pay \$58.47 for Q2 and we would adjust the cart, so she still has \$24.22 due on Q2. It looks like we just put the purple lid on the cart in October but PO states it was supposed to happen a long time ago and never did. Staff recommends reducing assessment to \$58.47

Ward Date of CP (MM/DD/YYYY) Legislative Hearing Required Do you need an interpreter?

Ward 5 12/17/2025 Yes No

Project Number Service Level

CG25Q2B4 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 is the current garbage cart size at your home?

Wrong Cart Size/Service Level Small (35 gallons) - EVERY OTHER WEEK

Which cart size/service level is on your bill? Total time spent (sec) Time spent last update (sec)

Small (35 gallons) - WEEKLY 2530 11

Billing Quarter Hauler

Quarter 3 (July 1 – September 30) FCC Environmental

Call from: +1 (651) 231-7517 Call to: +1 (651) 372-8578

Time of call: November 21, 2025 at 7:36:35 PM UTC

Answered by: Emily Torralba

Emily Torralba November 21, 2025 at 13:40

Internal note

Inbound call from +1 (651) 231-7517

Call Details

Call from: +1 (651) 231-7517 Call to: +1 (651) 372-8578

Time of call: 2025-11-21 19:36:35 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Emily Torralba

Length of phone call: 3 minutes, 29 seconds

Emily Torralba November 21, 2025 at 13:42

Internal note

PO needs their garbage bill to be adjusted. PO states that they changed to EOW in April and they are still getting billed for a weekly collection. PO would like to know if they can please get their garbage bill adjusted for Q3. Thank you!

Melanie Harding November 21, 2025 at 14:41

Internal note

Outbound call to +1 (651) 231-7517

Call Details

Call from: +1 (651) 413-6624 Call to: +1 (651) 231-7517

Time of call: 2025-11-21 20:41:16 UTC

Called by: Melanie Harding Length of phone call: 35 seconds

Melanie Harding November 21, 2025 at 14:47

Internal note

Outbound call to +1 (651) 231-7517

Call Details

Call from: +1 (651) 413-6624 Call to: +1 (651) 231-7517

Time of call: 2025-11-21 20:45:11 UTC

Called by: Melanie Harding

Length of phone call: 2 minutes, 14 seconds

Melanie Harding November 21, 2025 at 15:14

Internal note

Outbound call to +1 (651) 231-7517

Call Details

Call from: +1 (651) 413-6624 Call to: +1 (651) 231-7517

Time of call: 2025-11-21 21:08:01 UTC

Called by: Melanie Harding

Length of phone call: 6 minutes, 49 seconds

Melanie Harding November 21, 2025 at 15:31

Internal note

PO has an EOW cart but is being billed for 35. It looks like we just put the purple lid on the cart in October but PO says it was supposed to happen a long time ago and never did. I told her we would bill her as if she had the EOW.

Quarter 2: PO says someone told her to just pay \$58.47 for Q2 and we would adjust the cart, so she still has \$24.22 due on Q2. <u>Jillian Barden</u> Please contact PO and let her know how to remove this charge (hearing?)

Quarter 3: Cart did not get adjusted so she was billed \$82.69 again. <u>Jillian Barden</u> Please adjust Q3 bill to reflect the EOW cart and let the PO know the new amount to pay.

Quarter 4: Added this to Q4 Corrections to Base so future billing will be correct with EOW cart.

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