

#1501700 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 category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Jillian 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. [Jillian Barden](#) **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. [Jillian Barden](#) **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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