#1439437 113 MANITOBA AVE - Q2 2025 Assessment Inquiry

Submitted	Received via	Requester
October 17, 2025 at 11:24	Phone call (inbound)	Sam Chea <seeeallc@gmail.com>

CCs
Sam Chea <seeeallc@gmail.com>

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

Latitude/Longitude
-93.10483,44.96856

Location
113 Manitoba Ave, Apartment 1-2, St. Paul, Minnesota, 55117

Is this a repeat report?
No

Other Telephone
19524572886

Ticket Referred From
Direct/Personal Line

Property Type
SUD

Property ID Number
302922320083

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
226.38

Stated Reason for Appeal (if given)
PO states he called in January to set up service hold with WM. We do not have record of hold

Other Name
Sam Chea

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

Do you need an interpreter?
No

Service Level
64 gallons (weekly)

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

Billing Year
2025

What is your billing or assessment question?
Billing Inquiry

Total time spent (sec)
7076

Time spent last update (sec)
161

Billing Quarter
Quarter 2 (April 1 – June 30)

Hauler
FCC

Sophia Yang October 17, 2025 at 11:24 Internal note

Call from: +1 (952) 457-2886
Call to: +1 (651) 413-6624
Time of call: October 17, 2025 at 4:22:29 PM UTC
Answered by: Sophia Yang

Sophia Yang October 17, 2025 at 11:35 Internal note

Inbound call from +1 (952) 457-2886

Call Details
Call from: +1 (952) 457-2886
Call to: +1 (651) 413-6624

Time of call: 2025-10-17 16:22:29 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Sophia Yang
Length of phone call: 12 minutes, 34 seconds

Sophia Yang October 17, 2025 at 11:36 Internal note

Jill - PO wants to know why he is billed for the 2Q when one of the unit is vacant and he had a hold on the vacant with WM. He had the UDRF hold for the vacant unit started in January 2025.

Jillian Barden October 24, 2025 at 09:18 Internal note

Outbound call to +1 (952) 457-2886

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (952) 457-2886
Time of call: 2025-10-24 14:16:17 UTC
Called by: Jillian Barden
Length of phone call: 2 minutes, 38 seconds

Jillian Barden October 24, 2025 at 09:54 Internal note

Jan or Feb PO placed hold with WM. Informed PO that I will reach out to WM

Jillian Barden November 3, 2025 at 13:24 Internal note

per ticket #1124527 there was one tenant already living at the duplex. in this call PO stated he had 3 trash carts and requested two to be collected. This ended up wiping all cart data for Q3 until tenant moved in at end of Sept. Currently the account is billed for one full price 64 cart in Q4 but it really should be two 64 in Q4, and the UDRF has been ended per ticket #1365623

Jillian Barden November 3, 2025 at 13:44 Internal note

Outbound call to +1 (952) 457-2886

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (952) 457-2886
Time of call: 2025-11-03 19:42:45 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 31 seconds

Jillian Barden November 3, 2025 at 14:29

Hi Sam

Thank you for reaching out to the city of Saint Paul about your garbage bill. I just called and left a message, but please read the email below:

Quarter 2 2025 bill:
You were billed for two 64 gallon carts, full rate, at $226.38 even though we have record of you placing a hold on one unit on May 6. Your bill should have been corrected to $160.01 after taxes and fees.

Quarter 3 2025 bill:
When you called in on May 6 to start a service hold, we actually totally wiped the charges for both carts from the account. This happened because you had three carts at the property but were only billed for two (one must have been abandoned). Because all charged were wiped at the beginning of Quarter 3, when you called in for a cart delivery on Sept 16, this created the small prorated amount of $14.16 ($19.51 after tax) for the two carts but it really should have been $132.69 after taxes for the one cart all quarter, and one cart for two weeks. Also, fyi, your quarter 3 bill also has 12 extra bags attached to it because there was no cart at the property during the new tenant's first pickup on Sept 12

Quarter 4 2025 bill::
It was going to be billed for $113.19 for one cart, but we have corrected the error and you will now be charged $226.38 for Quarter 4.

The time period to adjust the billing without a legislative hearing has past for the Quarter 2 billing cycle. If you wish to dispute the charges in Quarter 2, we will need to take it to a hearing. It is next week on Nov 13, in the morning. Let me know what you would like to do so I can enter a file in for you. You are not required to be there, but I cannot promise the outcome. If you do attend, it would be by phone

Let me know if you have questions or what you would like to do

Thank you,

Jillian

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

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

Jillian Barden November 12, 2025 at 11:07 Internal note

You were billed for two 64 gallon carts, full rate, at $226.38 even though we have record of you placing a hold on one unit on May 6. Your bill should have been corrected to $160.01 after taxes and fees.

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