

#1681342 1106 Suburban Ave - Q3 2025 Legislative Hearing - Trash Bags

Submitted February 26, 2026 at 4:13 PM
Received via Inbound phone
Requester Mai Yer Soung <msoung@comcast.com>

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

Latitude/Longitude -93.05376,44.94949
Location 1106 Suburban Ave, St. Paul, Minnesota, 55106
Property ID Number 332922430121

Billing period for Delinquent Garbage Bill Assessment Quarter 3 (July - September)
Billing year for Delinquent Garbage Bill Assessment 2025

Total amount due for Delinquent Garbage Bill Assessment 332922430121
Assessment No. 260134
Time of LH 11:00 am

Stated Reason for Appeal (if given) PO was overcharged for extra bags due to an invoice calculation error
Date of LH (MM/DD/YYYY) 03/19/2026

Rescheduled LH Date:
04/09/2026

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)
July 1, 2025 - September 30, 2025

Staff Comments
PO was incorrectly charged for 13 bags when they should have only been charged for 4 bags. Staff recommends reducing assessment of \$209.16 to \$157.57, which is the standard 96-gallon cart charge, plus 4 extra bags

Ward Ward 1
Date of CP (MM/DD/YYYY) 04/13/2026
Legislative Hearing Required Yes
Rescheduled LH Time: 11:00 am

Do you need an interpreter? No
Project Number CG25Q3B5
Service Level 96 gallons (weekly)
Total time spent (sec) 5222

Time spent last update (sec) 4280
Hauler FCC Environmental

Rose Mary Lohr February 26, 2026 at 4:13 PM

Internal note

Call from: +1 (651) 274-2538
Call to: +1 (651) 372-8578
Time of call: February 26, 2026 at 10:12:42 PM UTC
Answered by: Rose Mary Lohr

Rose Mary Lohr February 26, 2026 at 4:32 PM

Internal note

Inbound call from +1 (651) 274-2538
Call Details:

Call from: +1 (651) 274-2538
Call to: +1 (651) 372-8578
Time of call: 2026-02-26 22:12:42 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Rose Mary Lohr
Length of phone call: 19 minutes, 20 seconds
Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9b57fed45548a330ecba77edf3c8750c/twilio/call/recording>

Rose Mary Lohr February 27, 2026 at 8:58 AM

Internal note

Mai Yer Soung called said she received email from Melanie on 434 Nebraska Ave E, [#1651075](#), She said this property is not hers. She did get extra bag charge on 1106 Suburban. She paid the bill already. She would like us to make the correction removing her name of 434 nebraska and the extra charge.

Jillian Barden March 3, 2026 at 3:50 PM

Internal note

Outbound call to +1 (651) 274-2538
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 274-2538
Time of call: 2026-03-03 21:44:42 UTC
Called by: Jillian Barden
Length of phone call: 6 minutes, 7 seconds
Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAc38367260b2aa760b742945b88ee08ad/twilio/recording>

Jillian Barden March 3, 2026 at 3:51 PM

Internal note

PO was charged for 13 bags but it should have only been 4 bags, invoice calculation error

Jillian Barden March 11, 2026 at 2:18 PM

Internal note

1106 SUBURBAN AVE	8/13/2025	10	FCC Enviromental
1106 SUBURBAN AVE	7/16/2025	3	FCC Enviromental

