

Jillian Barden

From: Sarah Haas
Sent: Monday, March 23, 2026 9:21 AM
To: Jillian Barden
Subject: RE: Solid Waste Bill Inquiry - 930 Laurel Ave (2nd attempt)

Thanks Jill! That was great.

Sarah Haas
Garbage and Recycling Program Administrator

She/Her/Hers
Public Works
60 Sycamore St West
Saint Paul MN 55117
P: 651-266-6216
sarah.haas@stpaul.gov
www.StPaul.gov



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From: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Sent: Monday, March 23, 2026 8:30 AM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: Solid Waste Bill Inquiry - 930 Laurel Ave (2nd attempt)

Hi Sarah

This is a second attempt at a summary, with your feedback included:

The PO was incorrectly billed for six 35 gallon carts when they should have been billed for three 35 gallon carts. However, the PO did not dispute the charges and paid the Quarter 2 bill on August 28, 2025. The PO also paid the Quarter 3 bill on Nov 19, 2025 without dispute.

On February 16, 2026 the PO called PW to apply for cart sharing and our CSR informed the PO there was six carts at the property. We adjusted the Q3 and Q4 bill but were unable to adjust the Q2 bill because the window to dispute the charges has closed and the PO already paid the bill.

Our management assistant has been working with OFS and the Legislative Hearing Office to find a resolution to the PO's concern and refund the PO. A Staff Report will be scheduled for April 9, at 10am. PW will contact the PO today and let her know

Thanks

Jillian

From: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Sent: Wednesday, March 18, 2026 3:43 PM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Subject: FW: Solid Waste Bill Inquiry

Can you provide me a short summary of issue?

Sarah Haas
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From: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Sent: Wednesday, March 18, 2026 2:50 PM
To: Sarah Haas <Sarah.Haas@ci.stpaul.mn.us>
Cc: Anika Bowie <Anika.Bowie@ci.stpaul.mn.us>
Subject: Fw: Solid Waste Bill Inquiry

Hi Sarah,

We received an inquiry from the owner of 930 Laurel. He explained to me on the phone that they were charged double for quarters 1-3 for solid waste and recycling. He was refunded for only two bills. He is wondering why he can't be refunded or receive a credit for the remaining quarter.

Are you able to share any information about this issue?

Polly Heintz (she/her)
Executive Assistant
Ward 1 City Councilmember Anika Bowie
15 W. Kellogg Blvd. Suite 310-A
Saint Paul, MN 55102
P: 651-266-8610
polly.heintz@ci.stpaul.mn.us
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From: Elliot Suiter <harinielliot@gmail.com>
Sent: Wednesday, March 18, 2026 11:56 AM
To: #CI-StPaul_Ward1 <Ward1@ci.stpaul.mn.us>
Subject: Solid Waste Bill Inquiry

Some people who received this message don't often get email from harinielliot@gmail.com. [Learn why this is important](#)

Think Before You Click: This email originated outside our organization.

Hello,

My name is Elliot, I had called a couple weeks ago about my Q2 2025 garbage bill and being overcharged by \$300. The solid waste folks still haven't been able to refund us for this. Has your office had a chance to look into this?

My address is 930 Laurel Ave Apt 1, St Paul MN 55104 for reference.

Thanks so much in advance!
-Elliot