

Jillian Barden

From: Lydia Kopf
Sent: Tuesday, March 31, 2026 3:54 PM
To: Jillian Barden
Subject: RE: Solid Waste Bill Inquiry

Jill,

Thank you for taking care of this.

Fyi, Polly Heintz is with City Council, so Sarah should have been looped. I'm guessing you just didn't notice, especially because Mai referred Polly to you directly when she reached out.

I will forward to Sarah, just for awareness, not to call you out.

Thank you,



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Sent: Tuesday, March 31, 2026 1:17 PM
To: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Cc: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: RE: Solid Waste Bill Inquiry

Hi Polly

Thank you for checking in about this resident's situation. We responded to the resident early last week, and are going to present a Staff Report at the next legislative hearing (April 9) and recommend a reduction. The resident has been informed and understands the process.

Let me know if you have any other questions

Jillian

From: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Sent: Tuesday, March 31, 2026 10:15 AM
To: Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Cc: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>
Subject: Fw: Solid Waste Bill Inquiry

Hello,
I am a little late and you probably already connected with Mr. Suiter, but just wanted to double check.

Thanks!

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

www.stpaul.gov



From: Mai Vang <mai.vang@ci.stpaul.mn.us>
Sent: Tuesday, March 24, 2026 7:54 AM
To: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Subject: RE: Solid Waste Bill Inquiry

Send to Jillian Barden and cc: Lydia Kopf

From: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Sent: Monday, March 23, 2026 5:22 PM
To: Mai Vang <mai.vang@ci.stpaul.mn.us>
Subject: Fw: Solid Waste Bill Inquiry

Hi,

Do I refer them to you or PW if they can't make the assigned meeting date?

From: Elliot Suiter <harinielliot@gmail.com>
Sent: Monday, March 23, 2026 12:40 PM
To: Polly Heintz <polly.heintz@ci.stpaul.mn.us>
Subject: Re: Solid Waste Bill Inquiry

You don't often get email from harinielliot@gmail.com. [Learn why this is important](#)

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

Hi Polly,

Thanks so much for the information!

Unfortunately my wife and I will be out of the country April 3-20. Is it possible to reschedule the hearing?

Thanks!

On Mon, Mar 23, 2026 at 12:33 PM Polly Heintz <polly.heintz@ci.stpaul.mn.us> wrote:

Elliot,

It sounds like someone will be reaching out to you soon. The information I got from public works is below. It sounds like you will be scheduled for a Legislative Hearing to appeal the charges. The hearing officer will conduct the hearing and make a recommendation to City Council. Since CM Bowie will have to vote on this, she won't be able to discuss it prior to voting.

If you don't hear from someone with instructions about the hearing on April 9 at 10:00 am, please let me know and I can make sure you have the information you need.

The PO was incorrectly billed for six 35-gallon carts when it should have been billed for three. 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 that there were 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 had closed, and the PO had already paid the bill.

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

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

www.stpaul.gov



SAINT PAUL MINNESOTA

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.
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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