

#1798120 679 Hoyt Ave W - Q1 2026 Billing Inquiry - Temp Hold not Applied

Submitted May 1, 2026 at 12:15 PM **Received via** Closed ticket **Requester** Marguerite DeSpain <margiedespain@yahoo.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.12857,44.98785	679 Hoyt Ave W, St. Paul, Minnesota, 55117	No

Other Name	Ward	Please describe the item(s)	
Marguerite DeSpain	Ward 5	patio umbrella	closed_-_completed

Please select the reason you are contacting the solid waste team

Billing or Assessments

What is your billing or assessment question? Property owner or tenant?

Extra Charges on My Bill Property owner

Please select the item to get rid of Scheduled Date How many items do you want to get rid of?

Other 2026-02-13 1

Total time spent (sec)	Time spent last update (sec)	Language	Language confidence
2918	100	English	High

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	58.47	Temp Hold Not Applied	11.09

Marguerite DeSpain May 1, 2026 at 12:15 PM

This is a follow-up to your previous request [#1620318](#) "679 Hoyt Ave W, 55117 - 1 B..." Hi! Megan, Thanks for your past help. It appears that the hold processed was not reflected correctly through billing, and an assessment was caused. Can you please look back at the holds on my account and fix the problem and call me? I think we or someone else there talked once before and thought this was repaired/credited, but it is still there. I tried calling your offices, and just got the message. Thank you. Marguerite DeSpain, 679 Hoyt Ave West

Emily Torralba May 4, 2026 at 8:21 AM

Hello Marguerite,

Thank you for notifying us about a potential discrepancy in your garbage bill. I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Emily

City of Saint Paul
Public Works - Solid Waste
651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Emily Torralba May 4, 2026 at 8:24 AM

Internal note

[Jillian Barden](#) Can you please look into this [#1558631](#). PO states there should've been a hold on the property, and it seems it was canceled not sure what happen. The PO states that they would like their hold or bill to be possibly fixed to reflect the service hold. Thank you!

Jillian Barden May 8, 2026 at 5:52 PM

Internal note

Outbound call to +1 (651) 270-6482
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 270-6482

Time of call: 2026-05-08 21:28:11 UTC

Called by: Jillian Barden

Length of phone call: 1 hour, 23 minutes, 47 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAe5bba0ca804fd5461356c915b4d3240c/twilio/recording>

Jillian Barden May 8, 2026 at 5:58 PM

Hello Marguerite,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. Overpaid amounts are not automatically refunded; they are applied as a credit to the next garbage invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$58.47
- Corrected Invoice Amount: \$11.09

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

Jillian Barden May 8, 2026 at 5:58 PM

Internal note

Had lengthy discussion with PO, her mom is ill, and PO is going back and forth between MN and MO for care.
Honored original Q1 hold

PO believes there should have been a hold for Q4 as well, but she and PW does not have record of hold. There is a possibility that the PO filled out form and didn't hit submit. In the past PO has sent in hold forms.

Past Q2 2025 hold was not applied to quarter 2 2025 bill due to billing file error

Past Q1 2026 hold was denied/canceled because PO's included note made it sound like she was in and out of home throughout the hold period, and plus she previously asked for cart sharing and was denied.

PO requesting hold from Early October- end of Nov. PO was home for Dec.