

#1411194 679 Hoyt Ave - Q2 2025 Billing Adjustment

Submitted Received via Requester
October 1, 2025 at 11:20 PM Closed ticket Marguerite DeSpain <margiedespain@yahoo.com>

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

Latitude/Longitude Location Is this a repeat report?
-93.1286,44.98779 679 Hoyt Ave W, Saint Paul, Minnesota, 55117 No

Other Telephone Ticket Referred From Property Type
16512706482 Direct/Personal Line property_sud

Start Date - first collection day with no service (temporary service hold)
2025-03-18

End Date - last collection day with no service, will start up again on next collection day Other Name
2025-06-05 Marguerite

Garbage Hauler
Waste Management

I certify by submitting this application that the Service Hold being requested meets the stated requirements of a Service Hold, under penalty of the City of Saint Paul City Code of Ordinances.

Yes

How many units will be unoccupied?
One Unit

OLD options - Please select the reason you are contacting the Garbage Program
Service Hold Request

Do you need an interpreter? Is this request about recycling, garbage, or both? Service Hold Request Type
No Garbage only Temporary - 4 to 26 weeks

Is this property currently for sale? Please select the reason you are contacting the solid waste team
No Billing or Assessments

Billing Year What is your billing or assessment question? What kind of service hold did you request?
2025 Service Hold Not Applied Temporary - 4 to 26 weeks

What was the requested end date? What was the requested start date? Total time spent (sec)
2025-06-05 2025-03-18 422

Time spent last update (sec) Adjustment Approved Original Amount Billed Reason for adjustment

New Amount Billed **Billing Quarter**
 18.29 Quarter 2 (April 1 – June 30)

Marguerite DeSpain October 1, 2025 at 11:20 PM

This is a follow-up to your previous request [#1002161](#) "679 Hoyt Ave W - Temp Hold ..."
 Hello Jillian, I see that there are assessments right now for my garbage service. Could you please make sure the service hold you processed long ago was honored, as it appears I was billed for the period of time when my garbage hold was on. Am I misunderstanding the charges? Thank you very much. Marguerite DeSpain 679 Hoyt Ave West, St. Paul

Marguerite A. DeSpain, Consultant (She)
Culturally Responsive Planning, Development, and Evaluation Services
 651-270-6482

margiedespain@yahoo.com



Megan Beuthien October 2, 2025 at 7:22 AM

Hello Marguerite,

Thank you for notifying us about a potential discrepancy in your garbage bill due to a missing service hold.

I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Megan

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

Megan Beuthien October 2, 2025 at 7:22 AM

Internal note

Confirmed charges show on assessments page - Reference Hold on Ticket [#1002161](#)

- Previous hauler: WM
- Start date of hold: 3/18/2025
- End date of hold: 6/5/2025

- Size(s) of cart(s) on hold: 35EOW

Jillian Barden October 8, 2025 at 6:51 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. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$58.47
- Corrected Invoice Amount: \$18.29

There is an Estimated 2025 Garbage Bill for July to September posted on the Saint Paul Assessments webpage. This bill is not final. Any corrections will be applied once final Quarter 3 bills are published in mid-October.

Thank you,

Jillian

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

stpaul.gov/garbage