

#1488094 40 Geranium Ave W - Q2 2025 Assessment Inquiry

Submitted	Received via	Requester
November 13, 2025 at 14:53	Voicemail	Maria E Marin Ortiz <marimmarim39@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Emily Torralba

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.10182,44.97546	40 Geranium Ave W, St. Paul, Minnesota, 55117	No	16514040511
Please select which language you need an interpreter for		Property ID Number	Billing period for Delinquent Garbage Bill Assessment
Español (Spanish)		302922220066	Quarter 2 (April - June)
Billing year for Delinquent Garbage Bill Assessment		Total amount due for Delinquent Garbage Bill Assessment	Assessment No.
2025		137.53	250121
Time of LH	Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	
10:00	PO bought their house in December and states they never signed up for garbage service.	11/20/2025	
Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?		
Maria E Marin Ortiz	Yes		
Have you contacted the Saint Paul Garbage Team about this garbage bill before?		Garbage Invoice Dates (i.e. January 1- March 31)	
Yes		April 1 - June 30	

Staff Comments

PO states they never used the service and contacted us in August to get a new cart size. PO was unaware service in mandatory and requested hearing. Staff recommends removing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	License Plate: State	Do you need an interpreter?	Project Number
Ward 5	12/17/2025	Yes	Minnesota	Yes	CG25Q2B4
Service Level	Please select the reason you are contacting the solid waste team			Billing Year	
96 gallons (weekly)	Billing or Assessments			2025	
What is your billing or assessment question?		Total time spent (sec)	Time spent last update (sec)	Language	
Request a Legislative Hearing		1960	80	Spanish	
Billing Quarter	Hauler				
Quarter 2 (April 1 – June 30)	FCC				

Maria E Marin Ortiz November 13, 2025 at 14:53

Voicemail from +1 (651) 404-0511

Internal note

Call Details

Call from: +1 (651) 404-0511

Call to: +1 (651) 372-8578

Time of call: 2025-11-13 20:49:40 UTC

Location: Minnesota, United States

Length of phone call: 3 minutes, 1 second

Transcription

The.

Emily Torralba November 17, 2025 at 15:50

Internal note

PO walked into our office and requested a hearing for Q2 for garbage services.

PO bought their house in December and states they never signed up for garbage service. They say they never used the service during Q2. In August they contacted us to switch from a 96 to a 35 EOW. She doesn't think she should have to pay for the service because she didn't know it was mandatory and is requesting a legislative hearing. PO states they refuse to pay for garbage services for Q2 since they did not use the services. We have no record of any previous UDRF placed on the property and explained to PO that if no service hold was placed then that means that garbage services are active.

Jillian Barden November 18, 2025 at 10:51

Internal note

Please let PO know we will call her on Thursday with a Spanish interpreter. We will call between 9am and 11am. If she does not answer the first time, we wait a few minutes and call back.

Also let her know we cannot promise or guarantee anything