

#1682834 649 ASBURY ST - Q4 2025 Billing Adjustment - Service Hold Not Applied

Submitted		Received via		Requester
February 27, 2026 at 11:27 AM		Side conversation		Leann <evolve2truewellness@gmail.com>
Status category	Ticket status	Type	Group	Assignee
Solved	Solved	Question	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.16552,44.96075	649 Asbury St, St. Paul, Minnesota, 55104	No	16513366972

Other Name	Ward	Do you need an interpreter?
Leann	Ward 4	No

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2025

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Garbage Bags	50

Time spent last update (sec)	Adjustment Approved	Original Amount Billed	Reason for adjustment
10	Yes	58.47	UDRF Request Not Applied

New Amount Billed	Billing Quarter
0	Quarter 4 (October 1 - December 31)

Jillian Barden February 27, 2026 at 11:27 AM

PO's aunt passed in Dec 2024. Home was in probate, and PO purchased home in Sept.

When Aunt passed away, a hold was placed with previous hauler in Jan or Feb 2025. Hold info did not transfer

Jillian Barden February 27, 2026 at 11:31 AM

Hello Leann,

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: \$0

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

Jillian Barden February 27, 2026 at 11:31 AM

Internal note

Also updated ORG with correct name and address

Support software by Zendesk