

#1704200 15 Nelson St - Q4 2025 Billing Adjustment - UDRF not Applied - Fire

Submitted	Received via	Requester
March 12, 2026 at 12:17 PM	Side conversation	Olga Diaz Lopez <odiazlopez15@gmail.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?	Ward
-93.01151,44.94164	15 Nelson St, St. Paul, Minnesota, 55119	No	Ward 7

Legislative Hearing Required	Do you need an interpreter?
Yes	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 kind of service hold did you request?
Service Hold Not Applied	Unoccupied Dwelling Registration - over 26 weeks

What was the requested start date?	Total time spent (sec)	Time spent last update (sec)
2024-10-17	74	74

Intent	Intent confidence	Language	Language confidence	Sentiment
Billing::Refund::Refund request	High	English	High	Neutral

Sentiment confidence	Adjustment Approved	Original Amount Billed	Reason for adjustment
High	Yes	137.53	UDRF Request Not Applied

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

Jillian Barden March 12, 2026 at 12:17 PM
Fire in Oct 2024, removing bill

Jillian Barden March 12, 2026 at 12:21 PM
Hello Olga,

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: \$137.53
- 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

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