

#1631132 176 Mississippi River Blvd N - Billing Question

Submitted February 6, 2026 at 9:26 AM Received via Closed ticket Requester Nick Kluge <ntkluge@umn.edu>

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?	Other Telephone
-93.19835,44.94625	176 Mississippi River Blvd N, St. Paul, Minnesota, 55104	No	16122313641

Start Date - first collection day with no service	Other Name
2025-04-07	Nick Kluge

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?	Do you need an interpreter?	Service Hold Request Type
One Unit	No	Unoccupied Dwelling Registration - over 26 weeks

I certify by submitting this application that the residential dwelling unit is completely unoccupied	Is this property currently for sale?
Yes	No

Please select the reason you are contacting the solid waste team	Please select the reason for this Unoccupied Dwelling Request
Service Hold	Under Construction/New Build

Property owner or tenant?	What size cart do you have?	Total time spent (sec)	Time spent last update (sec)
Property owner	Small (35 gallons)	5157	76

Lydia Kopf February 6, 2026 at 9:26 AM

Internal note



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Lydia Kopf

Sent: Friday, February 6, 2026 9:26 AM

To: 'Nick Kluge' <ntkluge@umn.edu>

Subject: RE: [City of Saint Paul] Re: Hello Nick (aka Garbage Man), Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105...

Nick,

I am out of the office today. I will investigate and get back to you early next week.

Thank you,



SAINT PAUL
MINNESOTA

Lydia Kopf (Campbell) (she/her)
Garbage Program Supervisor | City of Saint Paul
lydia.kopf@ci.stpaul.mn.us | 651-266-6130

From: Nick Kluge <ntkluge@umn.edu>

Sent: Thursday, February 5, 2026 10:48 AM

To: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>

Subject: Re: [City of Saint Paul] Re: Hello Nick (aka Garbage Man), Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105...

You don't often get email from ntkluge@umn.edu. [Learn why this is important](#)

Think Before You Click: This email originated **outside** our organization.

Hi Lydia- Could you please review this statement we received, attached below.

This property has returned to being University owned and occupied property and dwelling. Therefore it falls under our purview to self-haul.
Is this something you can assist me with?

Thank you for your time,

On Thu, Mar 27, 2025 at 6:08 PM Nick Kluge <ntkluge@umn.edu> wrote:

Hey Lydia- Thank you so much for your help on this.

One correction though, our property is 176 Mississippi River Blvd. N 55104

We do have it on the scheduled for all the bins to be outside the fence on April 7th

Thanks,

----- Forwarded message -----

From: **Lydia (City of Saint Paul)** <support@saintpaul.zendesk.com>

Date: Wed, Mar 26, 2025 at 10:50 AM

Subject: [City of Saint Paul] Re: Hello Nick (aka Garbage Man), Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105...

To: Nick Kluge <ntkluge@umn.edu>



SAINT PAUL
MINNESOTA

Your request (1038879) has been updated. To add additional comments, reply to this email.

Lydia (City of Saint Paul)

Mar 26, 2025, 10:50 CDT

Hello Nick (aka Garbage Man),

Thank you for calling this morning to register the address 60 Mississippi River Blvd S, Saint Paul, Minnesota, 55105 as an unoccupied dwelling due to long term construction. Your request has been received and a hold on garbage collection services will begin on 2025-04-07.

Please leave the 1 garbage cart and 4 recycling carts in a location where our crews can access them for removal on April 7.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

Another staff member will follow-up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Lydia

Garbage Program Supervisor (aka Garbage Queen)
Saint Paul - Public Works
651-266-6130 (direct line)

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

This email is a service from City of Saint Paul.
[WR51GK-XL2LP]

Lydia Kopf February 6, 2026 at 9:29 AM

Q4 2025 Invoice for 176 Mississippi River Blvd N (052823210028): 64gal (x1): \$113.19

Internal note

Lydia Kopf March 8, 2026 at 11:20 PM

[Jillian Barden](#) -- Can you look into this one? It got buried in my queue while I was out the first two weeks of Feb. If it needs mgr follow-up, I can dig in when I'm back. Thanks!

Internal note

Jillian Barden March 12, 2026 at 9:17 AM

Hi Nick

Lydia has been in and out of the office the last few weeks, and I am trying to follow up on some of her open items. I have a few questions:

1. It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct?
2. The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site?
3. When did the property return to being Univeristy owned?

Sorry about the delayed response and thank you for being patient with us while we try and get this figured out

Thank you,

Jillian

Jillian Barden March 12, 2026 at 9:28 AM

Internal note

Notes:

- Wrong address was used on original UDRF request (60 Mississippi Rvr Blvd S - does not exist). UDRF was placed on 60 Mississippi Blvd N instead.
- UDRF was set up to pause billing due to remodel
- Cart removal was set up for 60 Mississippi River Blvd N, but SWW figured out it was the wrong address and collected carts from 176 Mississippi Rvr Blvd N in April 2025
- This ticket was assigned to 176 Mississippi Rvr Blvd S. After much digging, realized it needed to be swapped to 176 Mississippi Rvd Blvd N.

60 Mississippi Rvr Blvd N has not been billed for service since program started, and is marked as a UDRF on billing file
176 Mississippi Rvr Blvd N has been billed for one 64 cart, and Q2 has been certified onto property taxes
176 Mississippi Rvr Blvd N has a Republic Dumpster on site, and it is the residence of the U of M President

Nick Kluge March 23, 2026 at 2:27 PM

Can someone please help me with this? I keep responding but it isn't registering.

here is my email chain;

City of Saint Paul] Re: Hi Nick Lydia has been in and out of the office the last few weeks, and I am trying to follow up on some of her open items. I have a few questions... External Inbox Eastcliff



Jillian Barden (Public Works Garbage) <garbage@ci.stpaul.mn.us>
to me

Thu, Mar 12, 9:17 AM (11 days ago)



Your request (1631132) has been updated. To add additional comments, reply to this email.



Jillian Barden (City of Saint Paul)

Mar 12, 2026, 09:17 CDT

Hi Nick

Lydia has been in and out of the office the last few weeks, and I am trying to follow up on some of her open items. I have a few questions:

1. It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct?
2. The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site?
3. When did the property return to being Univeristy owned?

Sorry about the delayed response and thank you for being patient with us while we try and get this figured out

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

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

This email is a service from City of Saint Paul.

[G6303N-ZJ06L]



Nick Kluge <ntkluge@umn.edu>

Fri, Mar 13, 2:58 PM (10 days ago)

to Public

Hi Jillian- Your questions are answered below in **Blue**. Sorry for the delay here, I was on vacation this week.

1.
It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct? **The address in question is 176 Mississippi River Blvd**
2. The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site? **The hold was placed due to a remodel/ refresh being done to the property.**
3. When did the property return to being University owned? **The University has owned the property for decades however it was returned to University use around 11/25.**

Thank you,

Nick Kluge



Public Works Garbage

Mon, Mar 16, 10:02 AM (7 days ago)

to me



Hi Nick,

We are just wondering if you've had the chance to review the latest update from Jillian?

Jillian is expecting some further information from you to proceed with this ticket. If you would like to provide an update, or require more time to work through our latest comment, simply reply to this email.

Thank you!



Nick Kluge <ntkluge@umn.edu>

Mon, Mar 16, 11:08 AM (7 days ago)

to Public

I responded to Jillian on Friday at 2:58pm
Have my email responses been reviewed as of this morning?

Thanks,



Public Works Garbage

to me

Wed, Mar 18, 11:01 AM (5 days ago)



Hi Nick,

We contacted you a couple of days ago to see if you had a chance to review the latest update from Jillian.

We haven't heard back so we'll solve the ticket for the time being.

Please reach back out whenever you have another question or challenge.

Thank you!



Nick Kluge <ntkluge@umn.edu>

to Public

Wed, Mar 18, 11:07 AM (5 days ago)

Hello- I did respond to Jillian on 3/13 and referenced the email again on 3/16.

If it is lost in your system or you cannot view this same email thread I am seeing- here was the 3/13 response.

*Hi Jillian- Your questions are answered below in **Blue**. Sorry for the delay here, I was on vacation this week.*

1. *It sounds like you requested a long term service hold last year, but it was applied to the wrong address (60 Mississippi Rvr Blvd), is that correct? **The address in question is 176 Mississippi River Blvd***
2. *The original request was entered into our system as a hold due to a remodel. Is that reason still valid, or is the university president living on site? **The hold was placed due to a remodel/ refresh being done to the property.***
3. *When did the property return to being Univeristy owned? **The University has owned the property for decades however it was returned to University use around 11/25.***

*Thank you,
Nick Kluge*

Jillian Barden

March
24,
2026
at 4:03
PM

Hi
Nic
k

I
rec
eive
d
this
late
st
em
ail
that
you
sen

t in. I am totally not sure what happened to your earlier reply, but I see your answers now. Let me work on this for the next couple of days and try to find a resolution for your situation.

We will be in touch

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

Jillian Barden March 26, 2026 at 2:04 PM

Hi Nick

I am going to reinstate the hold at 176 Mississippi River Blvd. It is a long term hold. The long term hold will eliminate quarterly billing but you will still have the annual fees on your property taxes. There is no way to remove the annual fees, as every home in Saint Paul is required to pay them. The garbage fee this year is \$43.50 and the recycling fee is \$172.76.

I will be sending a few separate emails over to you for the hold and to correct billing. If you decide to set up service in the future, please reach out and let us know.

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling