

#1719746 1158 Hawthorne Ave E - Q4 2025 Assessment Inquiry - Service Hold

Submitted	Received via	Requester			
March 19, 2026 at 8:13 PM	Web form	Judith R Marthaler* <jmrthlr@gmail.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.05171,44.97828	1158 Hawthorne Ave E, St. Paul, Minnesota, 55106	16516900767

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
212922430160	Quarter 4 (October - December)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
32.13	260143	10:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO requested a service hold and did not ask for extension	05/14/2026

Rescheduled LH Date:	Other Name
05/28/2026	Judi Marthaler

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
No

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)
October 1, 2025-December 31, 2025

Staff Comments

PO requested a service hold on June 25, for the dates of 06/25/2025-11/25/2025. The next time the PO reached out again was on March 19, stating she is refusing to pay for the prorated Quarter 4 amount, and states her cart went missing. Staff does not recommend removing or reducing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 3	06/17/2026	Yes	10:00

Do you need an interpreter?	Project Number	Service Level	Total time spent (sec)
No	CG25Q4B3	64 gallons (weekly)	1446

Time spent last update (sec)	Intent		Intent confidence	
436	Billing::Wrong charge::Unexpected charge question		Low	
Language	Language confidence	Sentiment	Sentiment confidence	Hauler
English	High	Neutral	Medium	FCC Environmental

Judith R Marthaler* March 19, 2026 at 8:13 PM

the city did not collect any garbage, therefore I shouldn't have to pay for services not given.

Saint Paul City Council Public Hearing Notice Ratification of Assessment? - required question, however I have no idea what this is

Jillian Barden March 23, 2026 at 11:47 AM

Hi Judith

Thank you for reaching out to the city of Saint Paul about your garbage bill. The charge of \$35.13 is for service from Dec 1–Dec 31, 2025. It is a prorated amount because we had a service hold from June 25–Nov 25, 2025, applied to your account. The account looks correct and accurate.

I have attached a copy of the original hold for you submitted to us on June 25, 2025.

Let us know if you have any questions

Thank you,

Jillian

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

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

Judith R Marthaler* March 23, 2026 at 12:29 PM

Please look at your cameras on your truck. You never picked up any garbage.

Judi Marthaler

Jillian Barden March 24, 2026 at 9:08 AM

Hi Judith

We did not attempt collection, until December, when your service hold ended. Even if there was no trash in your garbage cart in December, collection was attempted because your service hold ended. We need to know if you need a service hold extension prior to the pickup days.

Thank you,

Jillian

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stpaul.gov/garbageandrecycling.

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

Judith R Marthaler* March 30, 2026 at 3:15 PM

Jillian,

I will continue to fight this. Garbage was not picked up or even attempted. As states in my first conversation, I refuse to pay for a service that I did not receive.

Judi Marthaler

Jillian Barden April 6, 2026 at 11:47 AM

Hi Judith

Thank you for your response. The legislative hearings for Quarter 4 will be in May, and are on Thursday mornings. They are held via teleconference. You would receive a letter in a few weeks with more the date and time. If you wish to dispute this at a legislative hearing, please let me know

Thank you,

Jillian

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Public Works - Solid Waste & Recycling
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651-266-6101 | garbage@ci.stpaul.mn.us

Judith R Marthaler* April 6, 2026 at 1:21 PM

Absolutely

Judi Marthaler

