

# #1832802 258 Wyoming St W - Q4 2025 - Assessment Dispute - LH

**Submitted** May 20, 2026 at 11:54 AM  
**Received via** Inbound phone  
**Requester** \*Denise Karas - PO's Mom

**Status category** Open  
**Ticket status** Open  
**Type** Question  
**Priority** Normal  
**Group** PW - Garbage  
**Assignee** Jillian Barden

**Latitude/Longitude** -93.09647,44.92059  
**Location** 258 Wyoming St W, St. Paul, Minnesota, 55107  
**Is this a repeat report?** No

**Other Telephone** 16515006109  
**Other Email** does not use email  
**Property ID Number** 072822340128

**Billing period for Delinquent Garbage Bill Assessment** Quarter 4 (October - December)  
**Billing year for Delinquent Garbage Bill Assessment** 2025

**Total amount due for Delinquent Garbage Bill Assessment** 58.47  
**Other Name** Denise Karas

**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 - December 31  
**Ward** Ward 2  
**Legislative Hearing Required** Yes

**Do you need an interpreter?** No  
**Project Number** CG25Q4B1  
**Service Level** 35 gallons (every other week)

**Please select the reason you are contacting the solid waste team** Billing or Assessments  
**Billing Year** 2026

**What is your billing or assessment question?** Billing Inquiry  
**Total time spent (sec)** 4121  
**Time spent last update (sec)** 513

**Billing Quarter** Quarter 1 (January 1 – March 31)  
**Hauler** City of Saint Paul

**Sophia Yang** May 20, 2026 at 11:54 AM

Call from: +1 (651) 500-6109  
Call to: +1 (651) 372-8578  
Time of call: May 20, 2026 at 4:54:11 PM UTC  
Answered by: Sophia Yang

Internal note

**Sophia Yang** May 20, 2026 at 12:03 PM

Internal note

Inbound call from +1 (651) 500-6109

Call Details:

Call from: +1 (651) 500-6109

Call to: +1 (651) 372-8578

Time of call: 2026-05-20 16:54:11 UTC

Location: Saint paul, Minnesota, United States

Answered by: Sophia Yang

Length of phone call: 9 minutes, 8 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA154b4ba6d46746067c86a9b9e604f461/twilio/call/recording>

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**Sophia Yang** May 20, 2026 at 12:07 PM

Internal note

Denise is disputing the service charges. She says that she doesn't use the service and we can't charge her. I explain to her that all City resident are required to have the garbage collection service whether they use it or not they will be charged for it. It's part of their property tax assessments. She requests to speak with a manager.

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**Lydia Kopf** May 27, 2026 at 3:33 PM

Internal note

PO is stating that they paid \$40 to their previous hauler to have cart removed. States that she canceled her service bc it was too expensive. States that she doesn't have a cart on the property now. Account sheet shows 35gal-EOW. Messaged Greg Bain to ask if there is record of set out.

Feb 2025: City spoke to PO re: assessments/payments and was told that she cannot cancel [#943389](#)

Aug 2025: City spoke to PO. PO stated that she canceled her services in Jan 2025. City offered to have cart delivered. PO refused and hung up on staff before they could assist. [#1295575](#)

Apr 2026: City spoke to PO. PO reiterated same rhetoric. PO hung up on City staff before they could assist. [#1763763](#)

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**Lydia Kopf** May 27, 2026 at 3:52 PM

Internal note

Outbound call to +1 (651) 500-6109

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 500-6109

Time of call: 2026-05-27 20:34:11 UTC

Called by: Lydia Kopf

Length of phone call: 18 minutes, 22 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAf1d9641ce04ecce9e438d9a5670fa774/twilio/recording>

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**Lydia Kopf** May 27, 2026 at 4:08 PM

Internal note

- Q4 - 2024: \$66.49 (on property taxes- told her I cannot help with this)
- Q2 - 2025: \$61.96 (on property taxes- told her I cannot help with this)
- Q1 - 2025: PO states that Republic Services reimbursed her when they removed the cart bc she wasn't using the service
- Q4 - 2025: \$58.47 (disputing- has not paid)

- Q1 - 2026: \$58.47 (disputing- has not paid)

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**Lydia Kopf** May 27, 2026 at 4:19 PM

Internal note

PO has been consistently charged for 35gallon every-other-weeek garbage service since April 2025. PO states that she has not had garbage service since January 2025 and believes she should not have to pay. PO states that in January 2025, she asked her private hauler, Republic Services, to remove her cart. City has no evidence of this one way or the other. Staff have asked Solid Waste Manager to check whether we have record of PO setting out a cart. PO was told in February 2025 that she is not allowed to cancel her city service. PO contacted City again in August 2025 and again was told she does not have an option to cancel. City staff offered to deliver a cart for her, but she hung up on staff before they would assist. City staff are placing order for cart delivery now, May 2026.

PO would like to dispute her Q1 2026 bill as well.