

## #1437937 1112 Marion St - YW - Billed no Cart - LH Needed

<b>Submitted</b>	<b>Received via</b>	<b>Requester</b>
October 16, 2025 at 15:28	Phone call (inbound)	Maxwell Davis <maximus@houseofrockford.com>

<b>Status category</b>	<b>Ticket status</b>	<b>Type</b>	<b>Priority</b>	<b>Group</b>	<b>Assignee</b>
Open	Open	Question	Normal	PW - Garbage	Jillian Barden

<b>Latitude/Longitude</b>	<b>Location</b>	<b>Is this a repeat report?</b>
-93.10956,44.97477	1112 Marion St, St. Paul, Minnesota, 55117	No
<b>Property Type</b>	<b>Yard Waste Request Type</b>	<b>Do you need an interpreter?</b>
SUD	Cancel Seasonal Service Subscription	No
<b>Please select the reason you are contacting the solid waste team</b>		<b>Property owner or tenant?</b>
Yard Waste		Property owner
<b>Total time spent (sec)</b>	<b>Time spent last update (sec)</b>	
4966	30	

**Philip Reilly** October 16, 2025 at 15:28

Internal note

Call from: +1 (970) 773-1501  
Call to: +1 (651) 413-6624  
Time of call: October 16, 2025 at 8:27:10 PM UTC  
Answered by: Philip Reilly

**Philip Reilly** October 16, 2025 at 15:32

Internal note

Inbound call from +1 (970) 773-1501

Call Details  
Call from: +1 (970) 773-1501  
Call to: +1 (651) 413-6624  
Time of call: 2025-10-16 20:27:10 UTC  
Location: Denver, Colorado, United States  
Answered by: Philip Reilly  
Length of phone call: 5 minutes, 47 seconds

**Philip Reilly** October 16, 2025 at 15:51

Hello Maxwell,

Thank you for reaching out to the City about an invoice you received for seasonal Yard Waste subscription service. You have two options regarding the service:

- **Continue Weekly Service:** If you would like to utilize the Yard Waste subscription for 2026, please pay the bill you received. If you do not have a cart, please let us know so we can deliver one.
- **Cancel Weekly Service:** You have the option of canceling the service. Please let us know if you would like to cancel the service and we will remove the charge.

If these situations do not apply to you, please reply to this email with an explanation and we will investigate further.

Thank you,

Philip

---

City of Saint Paul  
Public Works - Garbage & Recycling  
Phone: 651-266-6101  
Email: [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)  
Online: [Web Form](#)

---

**Maxwell Davis** October 16, 2025 at 19:22

Please cancel weekly service of the yard cart.

Max Davis

---

**Lydia Kopf** October 24, 2025 at 13:00

Hello Maxwell,

I understand that you were charged for a seasonal yard waste subscription but never received a yard waste cart. We would be happy to help correct the error for you.

Because this bill was due on September 1, the time to adjust it easily has past. This will need to be handled through our legislative hearing process. I will forward the concern to our billing specialist who will assist you through the process.

Thank you,

Lydia

---

City of Saint Paul  
Public Works - Solid Waste  
651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

[stpaul.gov/garbage](http://stpaul.gov/garbage)

---

**Lydia Kopf** October 24, 2025 at 13:01

Internal note

PO billed for YW sub but did not have cart. Contacted us after the time to adjust without a hearing had passed.

---

Support Software by **Zendesk**