

#1406279 570 Selby Ave - Q2 2025 Billing Adjustment

Submitted	Received via	Requester
September 30, 2025 at 6:16 AM	Closed ticket	John Renwick <jrenwick3@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Recycling	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.12417,44.94638	570 Selby Ave, St. Paul, Minnesota, 55102	No	6473132497

Property Type	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
property_sud	012823220163	Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment	Other Name
2025	john renwick

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
No

Do you need an interpreter?	Cart Request Type	Service Level
No	Change Cart Size	64 gallons (weekly)

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 were you charged for?	Which cart?
Extra Charges on My Bill	Other Items	Garbage Cart

Property owner or tenant?	What size cart would you like delivered?
Property owner	Small (35 gallons) - EVERY OTHER WEEK (garbage only)

What size cart do you have?	Scheduled Date	Total time spent (sec)	Time spent last update (sec)
Small (35 gallons)	2025-08-28	2158	13

What size cart do you need removed?	Reason for Cart Removal
Small (35 gallons) - EVERY OTHER WEEK (garbage only)	Downsize Service Level

Intent	Intent confidence	Language	Language confidence
Travel::Luggage update::Add extra baggage	Low	English	High

Sentiment	Sentiment confidence	Adjustment Approved	Original Amount Billed
Neutral	High	Yes	82.69

Reason for adjustment	New Amount Billed	Billing Quarter
Not in City Program	82.69	Quarter 2 (April 1 – June 30)

John Renwick September 30, 2025 at 6:16 AM

This is a follow-up to your previous request [#1329946](#) "570 Selby Ave, St. Paul, Mi..."
Dear Sir / Madam

I received again a final invoice but I am disputing the charge and looking for means to have legislative hearing.

The basis for the dispute is that I did not, preceding the cities takeover of services, have garbage service for my unit nor did the association overall.

It is a unit by unit basis and I only used recycling.

john renwick
570 selby avenue [#3](#)

living with palms together in gratitude
kanshanokimochi o komete gasshō shite ikiru
感謝の気持ちを込めて合掌して生きる

Megan Beuthien September 30, 2025 at 7:34 AM

Hello John,

Thank you for notifying us about a potential discrepancy in your garbage bill due to a missing service hold. Can you please provide the following information:

- Previous hauler:
- Start date of hold:
- End date of hold:
- Size(s) of cart(s) on hold:

Once we have this information, our billing specialist will investigate and get back to you with a resolution within a week.

Thank you,

Megan

City of Saint Paul
Public Works - Solid Waste

651-266-6101

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

John Renwick September 30, 2025 at 6:38 PM

i do not have a previous hauler and have no service as long as living there on purpose

i am disputing the bill

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Jillian Barden October 3, 2025 at 9:36 AM

Hi John

I understand you are looking to dispute the charges at a Legislative Hearing. The hearing will be in November. Let me reach out to the hauler and verify some information first.

All 1-4 unit homes are required to have active garbage service per City Ordinance 220. This includes your condo, and the other two condos in your building. You were previously serviced by Republic Services, but the City has taken over all billing and customer service as of April 1. Your hauler also changed to FCC Enviromental at the same time.

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste & Recycling

stpaul.gov/garbageandrecycling.

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

John Renwick October 3, 2025 at 9:37 AM

my neighbours may have been serviced (units 1 and 2) but i was not ... i had no invoice, no bins, and so on

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Jillian Barden October 11, 2025 at 12:19 PM

Hello John,

Thank you for reaching out about your garbage invoice. I have confirmed with the hauler and also Republic, that you do not have active service. This will be reflected on the assessments website within a week. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$82.69
- Corrected Invoice Amount: \$0

There is an Estimated 2025 Garbage Bill for July to September posted on the Saint Paul Assessments webpage. This bill is not final. Any corrections will be applied once final Quarter 3 bills are published in mid-October. Your Quarter 3 bill will also be reset to \$0

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbageHello John,

Thank you for reaching out about your garbage invoice. I reached out to the current hauler and the previous hauler (Republic) and confirmed that you did not have an active account, so we have removed the charges. This will be reflected on the assessments website within a week. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$82.69
- Corrected Invoice Amount: \$0

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Thank you,

Jillian

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Public Works - Solid Waste
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stpaul.gov/garbage