

# #1812557 679 Hoyt Ave W - Q4 2025 Assessment Inquiry - Service Hold not Applied

**Submitted** May 8, 2026 at 6:00 PM  
**Received via** Side conversation  
**Requester** Marguerite DeSpain <margiedespain@yahoo.com>

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

**Latitude/Longitude** -93.12857,44.98785  
**Location** 679 Hoyt Ave W, St. Paul, Minnesota, 55117  
**Is this a repeat report?** No

**Property ID Number** 232923140195  
**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  
**Stated Reason for Appeal (if given)** PO states she requested hold properly

**Other Name**  
Marguerite DeSpain

**Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?**  
Yes

**Have you contacted the Saint Paul Garbage Team about this garbage bill before?** Ward  
Yes Ward 5

**Legislative Hearing Required** Yes  
**Please describe the item(s)** patio umbrella  
**Do you need an interpreter?** No

**Service Level**  
closed\_-\_completed 35 gallons (every other week)

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

**What is your billing or assessment question?** Property owner or tenant?  
Extra Charges on My Bill Property owner

**Please select the item to get rid of** Other  
**Scheduled Date** 2026-02-13  
**How many items do you want to get rid of?** 1

**Total time spent (sec)**  
**Time spent last update (sec)**  
**Language**  
**Language confidence**

68

68

English

High

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	58.47	Temp Hold Not Applied	11.09

**Hauler**

FCC Environmental

**Jillian Barden** May 8, 2026 at 6:00 PM

PO requesting edit to Q4 invoice

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

Date: Fri, May 8, 2026 at 5:58 pm

Had lengthy discussion with PO, her mom is ill, and PO is going back and forth between MN and MO for care. Honored original Q1 hold

PO believes there should have been a hold for Q4 as well, but she and PW does not have record of hold. There is a possibility that the PO filled out form and didn't hit submit. In the past PO has sent in hold forms.

Past Q2 2025 hold was not applied to quarter 2 2025 bill due to billing file error

Past Q1 2026 hold was denied/canceled because PO's included note made it sound like she was in and out of home throughout the hold period, and plus she previously asked for cart sharing and was denied.

PO requesting hold from Early October- end of Nov. PO was home for Dec.

**Jillian Barden** May 8, 2026 at 6:01 PM

PO aware I am trying to get this in for 5/14 but it might be 5/28

Internal note