

#1512060 570 Selby Ave - Q4 2025 Service Activation

Submitted	Received via	Requester
November 28, 2025 at 12:06 PM	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 ID Number	Billing period for Delinquent Garbage Bill Assessment
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?	Ward
No	Ward 1

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	3789	1114

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

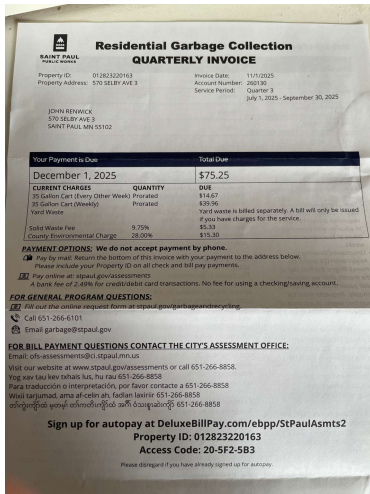
Reason for adjustment	New Amount Billed	Billing Quarter
Not in City Program	82.69	Quarter 2 (April 1 – June 30)

John Renwick November 28, 2025 at 12:06 PM

Dear Ms Barden

Thank you again for your email and assurances

In a November 01, 2025 correspondence I received yet again an invoice -- see attached photo.



Please help the billing side to reflect your findings and assessment revision.

john

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

On Sat, Oct 11, 2025 at 12:19 Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:



Your request (1406279) has been updated. To add additional comments, reply to this email.



Jillian Barden (City of Saint Paul)

Oct 11, 2025, 12:19 CDT

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/garbage Hello 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

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. The 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/garbage



John Renwick

Oct 3, 2025, 09:37 CDT

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

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



Jillian Barden (City of Saint Paul)

Oct 3, 2025, 09:36 CDT

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



John Renwick

Sep 30, 2025, 18:38 CDT

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

i am disputing the bill

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 (City of Saint Paul)

Sep 30, 2025, 07:34 CDT

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

Sep 30, 2025, 06:16 CDT

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

This email is a service from City of Saint Paul.

[WDLK47-3G1JR]

Marcus Myers November 29, 2025 at 7:09 AM

Hello John,

Thank you for notifying us about a potential discrepancy in your garbage bill. I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Marcus

City of Saint Paul
Public Works - Solid Waste
651-266-6101

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

Jillian Barden December 17, 2025 at 1:53 PM

Hi John

I apologize for the delayed response, I was waiting until the Cart Sharing Ordinance was approved by City Council before reaching out. The cart sharing program has finally been approved; however, it only applies to multi family homes. When we removed your Quarter 2 bill, we were unaware cart sharing would not be allowed for condos. This means condo units are still required to have at least one garbage cart to remain in compliance with City Ordinance 220.

We need to get you set up with service or the current billing will continue. What size garbage cart would you like to have delivered?

Here are the 2025 garbage cart size options and rates:

- 96 gallon - \$137.53 quarterly rate
- 64 gallon - \$113.19 quarterly rate
- 35 gallon - \$82.69 quarterly rate
- 35 gallon - \$58.47 quarterly rate (every other week collection)

One perk of getting your service set up is that you will be allowed one free bulky item pickup per month, included with your service. Please reply to this email with what cart size you would like to have delivered.

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 December 17, 2025 at 1:56 PM

it sounds like the applicable -- no out -- policy is effective at a particular date

please do remove from the bill the amount preceding that date

with cordial wish

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

Jillian Barden December 17, 2025 at 4:51 PM

Hi John

We removed the Quarter 2 bill as a courtesy because we believed the cart sharing would also include condos and townhomes, but it only applies to multi family dwellings with one PID (excludes townhomes and condos).

We still have to get you set up with service. I can have a small cart with every other service delivered in early January for you. It sounds like that service would be most suitable for your household since you do not produce a lot of trash. Does this sound ok for you?

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 December 17, 2025 at 5:00 PM

what is the most seldom possible pickup

we have a leftover cart

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

Jillian Barden December 18, 2025 at 8:08 AM

Hi John

The cart with the least amount of pickup would be the small 35 gallon cart, with a purple top. It has every other week collection and is \$58.47 every quarter.

Do you know what size is the leftover cart? If you are unsure, the size is written on the lid, in the lower left corner.

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 December 18, 2025 at 8:32 AM

it is the smaller, purple

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

Jillian Barden December 22, 2025 at 8:24 AM

Hi John,

Sounds good. Next week will be your first pickup, and it will be every other week after that. Your pickup days are Thursdays, however next week will be Friday due to the Holiday Delay.

We will start billing you, starting next week as well. Your Quarter 4 bill will be \$7.49 and the Quarter 1 bill will be \$58.47

I will make sure the Quarter 3 bill is adjusted as well, per our previous conversation. The Assessment Department has been doing their end of year reconciliation, but the Quarter 3 bill will be adjusted in the next few weeks.

Let me know if you have any other questions

Thank you,

Jillian

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

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