

#1259849 CANCELLED - SERVICE HOLD - TEMP - 994 Carroll Ave, 55104 - 2025-10-30

Submitted July 23, 2025 at 10:19 AM **Received via** Voicemail **Requester** Asegedam Keleta <selameasegedom@gmail.com>

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

Latitude/Longitude -93.14239,44.95017 **Location** 994 Carroll Ave, Saint Paul, Minnesota, 55104 **Is this a repeat report?** No

Ticket Referred From Direct/Personal Line **Property Type** property_sud

Start Date - first collection day with no service (temporary service hold)
2025-10-30

End Date - last collection day with no service, will start up again on next collection day
2026-02-26

How many units will be unoccupied? One Unit **Is this property currently for sale?** No

Please select the reason you are contacting the solid waste team Service Hold **Property owner or tenant?** Property owner

What size cart do you have? Small (35 gallons) - EVERY OTHER WEEK (garbage only) **Total time spent (sec)** 1086 **Time spent last update (sec)** 7

Asegedam Keleta July 23, 2025 at 10:19 AM

Internal note

Voicemail from +1 (651) 417-4302

Call Details:

Call from: +1 (651) 417-4302

Call to: +1 (651) 413-6624

Time of call: 2025-07-23 15:16:15 UTC

Location: Minnesota, United States

Answered by: Unknown

Length of phone call: 3 minutes, 13 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA51bff230fa8d20ae74f2d499cebedbdc/twilio/voicemail/recording>

Transcription:

A hi. My last name is Kayla tar. First name, oscar dom. The address is 994 carroll oven no 7, phone, minnesota. Zip code. 55104. A phone number 65. 141-7430. 2. Please give me a call. I would like to discuss about my service.

Thank you.

Megan Beuthien July 23, 2025 at 10:44 AM

Internal note

Outbound call to +1 (651) 417-4302

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 417-4302

Time of call: 2025-07-23 15:30:16 UTC

Called by: Megan Beuthien

Length of phone call: 13 minutes, 55 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9bb2eef1e6c2ebd5788c0800fadc4470/twilio/recording>

Megan Beuthien July 23, 2025 at 10:45 AM

Internal note

PO had questions about billing and service holds as they will be traveling out of the country later this year. I confirmed billing process and scheduled service hold for them, no further action taken.

Megan Beuthien July 23, 2025 at 10:47 AM

Hello Asegedam,

Thank you for contacting the City of Saint Paul regarding a hold on garbage collection services for 994 Carroll Ave, 55104. The hold will be applied for the following dates:

- **Collection Day:** Thursday
- **Start Date (first day without service):** Thursday, 2025-10-30
- **End Date (final day without service):** Thursday, 2026-02-26

Extensions

To extend your hold, please contact the City within 2 weeks of the originally requested end date or it may not be honored.

Recycling

There is no need to place a hold on your recycling because there is no separate fee for collection services.

Container Storage

Please store both your garbage and recycling carts somewhere secure while you are away, such as in a garage or behind a fence.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

A staff member will follow up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage stpaul.gov/servicehold.

Thank you,

Megan
City of Saint Paul
Public Works - Garbage & Recycling
651-266-6101
garbage@stpaul.gov | stpaul.gov/garbage

Megan Beuthien July 23, 2025 at 10:48 AM

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Jillian Barden August 8, 2025 at 4:37 PM

Internal note

Canceled this hold because he called in a new one today, and the time periods overlapped