#1951523 2103 Iglehart Ave - Q1 2026 Legislative Hearing Request - YW Subscription

Submitted	Received via	Requester
July 30, 2026 at 10:47 AM	Voicemail	Michael J Burke <mburke1234@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.18911,44.94988	2103 Iglehart Ave, Saint Paul, Minnesota, 55104	No

Other Telephone	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
16513246138	322923440087	Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment

2026

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
160.00	260501	11:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO cancelled in 2025 but account was not removed from the 2026 Renewal list	08/13/2026

Rescheduled LH Date:	Other Name
08/27/2026	Michael Burke

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

No

Have you contacted the Saint Paul Garbage Team about this garbage bill before?

Yes

Garbage Invoice Dates (i.e. January 1- March 31)

January 1, 2026 - March 31, 2026

Staff Comments

PO cancelled his Yard Waste Subscription in 2025, but his address still remained on the renewal list. The hauler confirmed they were not servicing a Yard Waste cart t this address. Staff recommends removing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 4	09/16/2026	Yes	11:00 am

Yard Waste Request Type	Do you need an interpreter?	Project Number	Service Level
Cancel Seasonal Service Subscription	No	YW26Q1B1	Yard Waste

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2026

What is your billing or assessment question?	Property owner or tenant?	Total time spent (sec)
Yard Waste Billing Issue	Property owner	2807

Time spent last update (sec)	Language	Language confidence	Billing Quarter
23	English	High	Quarter 1 (January 1 – March 31)

Hauler
FCC Environmental

Michael J Burke July 30, 2026 at 10:47 AM Internal note

Voicemail from +1 (651) 324-6138
Call Details:

Call from: +1 (651) 324-6138
Call to: +1 (651) 372-8578
Time of call: 2026-07-30 15:43:30 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Michael J Burke
Length of phone call: 3 minutes, 52 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5a8dee2eff6905151ce2e816a1ea0d5d/twilio/voicemail/recording

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system July 30, 2026 at 10:47 AM Internal note

Call transcript:

00:02 **Customer** Hello. My name is Mike Burke. I'm a Saint Paul resident. I've got a delinquent notice for, uh, yard waste, and I don't have yard waste. Uh, I don't have a bin this year.

00:19 **Customer** And I left a message on June 18, the same number. And I got the same voice mail that said, you know, we're we're busy right now, but we'll call you back as soon as possible. It's been more than a month, and I haven't heard from you. And I'd like a callback today, please. My name is Mike Burke.

00:40 **Customer** My phone is (651) 324-6138. My address is 2103 Iglehart Avenue, Saint Paul, Minnesota. Thank you very much. Goodbye.

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Phil Reilly July 30, 2026 at 1:41 PM Internal note

Outbound call to +1 (651) 324-6138
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 324-6138
Time of call: 2026-07-30 18:39:10 UTC
Called by: Phil Reilly
Length of phone call: 2 minutes, 10 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA3217fba823a274e1f5901d80e53ef2a7/twilio/recording

Phil Reilly July 30, 2026 at 1:42 PM

Hello Michael,

Thank you for notifying us about a potential discrepancy in your yard waste 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,

Phil

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

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

Phil Reilly July 30, 2026 at 1:43 PM Internal note

PO canceled YW in Sept 2025, #1380750. Mistakenly charged for YW this season too. Never received a YW cart.

Michael J Burke July 30, 2026 at 2:21 PM

Phil,

Thanks for your follow-up call today – and for the help in moving forward with getting the yard waste assessment of $160.00 against our property deleted from the city's accounting records (as I mentioned we had not ordered or received a yard waste bin for this year).

And this confirms you mentioned there will be no need for me to attend the August 13, 2026 11:00 am hearing that permits the public to contest/dispute assessments (which I learned of after recently receiving a Ratification of Assessment notice re this $160.00 yard waste assessment).

I look forward to receiving documentation confirming this assessment has been removed from our property.

Thank you.

Mike Burke
St. Paul, MN
mburke1234@gmail.com

Melanie Harding July 31, 2026 at 7:57 AM Internal note

Reaching out to FCC in side email to verify they haven't serviced this property for Yard Waste in 2026.

Melanie Harding July 31, 2026 at 8:01 AM

Hello Michael,

I can help you with your Yard Waste account issue. In these cases, the first thing we need to do is verify with the hauler that they have not serviced your property for Yard Waste in 2026. It's just a formality so that when our staff takes this to a legislative hearing to remove the $160 charge, we have this communication from the hauler. I will get back to you again once I hear back from them.

Thanks for your patience.

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding July 31, 2026 at 11:20 AM

Hello Michael,

I have verified with the hauler that they have not been servicing you for Yard Waste in 2026. It sounds like you don't have a yard waste cart, so we won't need to remove that. I will send this over to our billing staff to request that the $160 charge be removed from your account. You should hear from them within 1 week to let you know what the process looks like.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding July 31, 2026 at 11:22 AM Internal note

Does not have YW cart at property. Removed from 2026 YW account list. Jillian Barden **Please remove 2026 YW charge of $160. FCC verified that they have not serviced in 2026.**

Jillian Barden August 3, 2026 at 2:26 PM

Hi Michael

Thank you for reaching out about your yard waste invoice. Our records indicate you were billed for service, but you do not have a yard waste cart. In order to get the charges removed, I have to create a file and take it to a legislative hearing on August 13. I have enough information to recommend removal without your presence, but you do have the right to attend if you wanted to. If you did attend, it would be by phone. Please let me know if you would like to attend. If I do not hear from you, I will assume that you are not attending.

Once the hearing is over, I will send a follow up email with the outcome. If it is not the outcome you sre looking for, you can contest the charges further st the Public Council meeting on Sept 16

Let me know if you have questions.

Thank you,

Jillian

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

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

Michael J Burke August 4, 2026 at 7:31 AM

Dear Ms. Barden,

Thank you for your email of August 3, 2026 confirming that "*Our records indicate you were billed for service, but you do not have a yard waste cart*." and that "*In order to get the charges removed, I have to create a file and take it to a legislative hearing on August 13. I have enough information to recommend removal without your presence, but you do have the right to attend if you wanted to. If you did attend, it would be by phone. Please let me know if you would like to attend. If I do not hear from you, I will assume that you are not attending*."

I trust that the procedure you outlined will work to have the $160.00 yard waste charges removed from my account – all without my need to attend the hearing. Accordingly, I do not plan on attending the hearing.

I will await your follow-up email after the hearing.

Thank you.

Mike Burke
St. Paul, MN
mburke1234@gmail.com