429 Fry St - Service Verification

Email side conversation - #1939820 DECISION NEEDED: 429 Fry St - Billling/Refund Inquiry

Created at	Author	Status
July 28, 2026 at 12:30	Jillian Barden	Open

Participants
Jillian Barden, Greg Bain

Jillian Barden via Support July 28, 2026 at 12:30
To: Greg Bain

Hello,

This PO is disputing the charges (carts and bags) on the account and I have to take this to a Legislative Hearing. Can you confirm or correct this summary:

PO owned 429 and 423 Fry, and was sharing a Highland Dumpster between the two 3-unit buildings. The Property Manager was paying every bill sent in, so they paid Highland for dumpster service, and then paid Saint Paul for service (prop manager no longer works for company).

Billing:
Highland billed a 4-yard front load weekly trash service @ $259.55 plus taxes to share between 423 and 429 Fry St
City billed 3 medium, 3 large carts at each property, totaling 12 carts between 423 and 429 Fry St

Plot twist.. There were also extra bags charges to the account in Q3. Are they legit?
Date: July 21, Sept 15, and Sept 29
Bags: 10

Thank you,

Jillian

Greg Bain via email July 28, 2026 at 12:59
To: Jillian Barden

Just remove them.

We have just started documenting all extras with photos, so going forward these questions should be easier.

Greg Bain

Solid Waste Operations Supervisor

Saint Paul Public Works

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stpaul.gov/garbageandrecycling

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Jillian Barden via Support July 28, 2026 at 14:50
To: Greg Bain

OK, great. The real dispute is Was there a dumpster on site up until last week?

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