#1939568 429 Fry St - No Garbage Carts; 96(3) Delivered 7/23

Submitted	Received via	Requester
July 22, 2026 at 2:31 PM	Side conversation	Ian Prince - Grand Realty <ian@grandrealtymgmt.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Melanie Harding

Latitude/Longitude	Location	Is this a repeat report?	Ward
-93.16978,44.95432	429 Fry St, Saint Paul, Minnesota, 55104	No	Ward 1

Do you need an interpreter?	Cart Request Type	.
No	Deliver Cart	scheduled

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

What is your billing or assessment question?	Which cart?	Why do you need a new cart?
Wrong Cart Size/Service Level	Garbage Cart	Other

Property owner or tenant?	What size cart would you like delivered?	Scheduled Date
Property owner	Large (96 gallons) - WEEKLY	2026-07-23

Total time spent (sec)	Time spent last update (sec)	Billing Quarter
1190	36	Multiple Quarters

Phil Reilly July 22, 2026 at 2:31 PM

Property was paying Highland for dumpster service. Did not have any city carts at property. Is currently being billed for three (3) 64 and three (3) 96. I have scheduled a cart delivery #1939452, but they technically have not been billed correctly.

Phil Reilly July 22, 2026 at 2:32 PM

Hello Ian,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed. I have forwarded your question to a specialist; 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

Melanie Harding July 24, 2026 at 8:09 AM

Hi Ian,

This is a follow-up to your report of garbage billing discrepancy for 429 Fry St. I see you spoke with Phil and let him know that you have not have any carts at the property for some time. Our records showed that you had 3 medium and 3 large carts there and we have been billing the owner for that. It looks like bills have been paid up until Quarter 1 of this year.

I see that we delivered 3 large carts to the property yesterday. Before that, how long had it been since there were City garbage carts at the property?

Thanks for your help in sorting this out.

Melanie

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

Jillian Barden July 28, 2026 at 11:52 AM Internal note

There have been no carts at this property and has been dumpster service up until the 3 large carts were rcently delivered. PO was being serviced by a Highland dumpster, which was removed a few days ago. It was shared with 423 Fry (which also has 3 med and 3 large). They prob need a cart delivery.

Ticket with call #1939820

I will be taking 429 Fry to Leg Hearing on August 13

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