# #1942132 961 Selby Ave - Q1 2026 Legislative Hearing Request - MPUs

| Submitted | Received via | Requester |
|---|---|---|
| July 23, 2026 at 3:59 PM | Voicemail | Richard L Grigsby |

**CCs**
Lydia Kopf <lydia.kopf@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? |
|---|---|---|
| -93.14069,44.94676 | 961 Selby Ave, Saint Paul, Minnesota, 55104 | No |

| Property ID Number | Billing period for Delinquent Garbage Bill Assessment |
|---|---|
| 022823210147 | Quarter 1 (January - March) |

| Billing year for Delinquent Garbage Bill Assessment | Assessment No. | Time of LH |
|---|---|---|
| 2026 | 260151 | 9:00 am |

| Stated Reason for Appeal (if given) | Date of LH (MM/DD/YYYY) | Rescheduled LH Date: |
|---|---|---|
| PO experienced multiple missed collections | 08/13/2026 | 08/27/2026 |

**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 experienced three consecutive missed collections but only reported two within the required timeframe for recollection. The Feb 26 miss was reported on Sunday, March 1. Due to high billing call volume, staff processed the report on March 3 and successfully recollected the cart that same afternoon. The PO was missed on March 5 but did not report it until after being missed again on March 12. A single report covering both dates was submitted on Friday, March 13, and staff collected the missed cart on Tuesday, March 17. Staff does not recommend removal or reduction.

| Ward | Date of CP (MM/DD/YYYY) | Legislative Hearing Required | Rescheduled LH Time: |
|---|---|---|---|
| Ward 1 | 09/16/2026 | Yes | 9:00 am |

| Do you need an interpreter? | Project Number | Service Level |
|---|---|---|
| No | CG26Q1B1 | 64 gallons (weekly) |

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

| What is your billing or assessment question? | Total time spent (sec) | Time spent last update (sec) |
|---|---|---|
| Request a Legislative Hearing | 2046 | 1119 |

| Language | Language confidence | Billing Quarter | Hauler |
|---|---|---|---|
| English | High | Quarter 1 (January 1 – March 31) | FCC Environmental |

**Richard L Grigsby** July 23, 2026 at 3:59 PM

Internal note

Voicemail from +1 (651) 895-5700
Call Details:

Call from: +1 (651) 895-5700
Call to: +1 (651) 372-8578
Time of call: 2026-07-23 20:55:06 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Richard L Grigsby
Length of phone call: 4 minutes, 11 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA533b4651baecf2b50a1bd062af8b0687/twilio/voicemail/recording

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**system** July 23, 2026 at 3:59 PM

Internal note

**Call transcript:**

**00:02 Customer** Yes. My name is Richard Grigley, and it said to call this number if I am disputing a bill or something. What does this thing say? The purpose you guys are trying to suss me $28 that I'm not paying in regards to you all not picking up my trash. And it says, well, I want a legislative hearing to call this number.

**00:23 Customer** My number is (651) 895-5700. You all should have it because this I've had many complaints. Again, my name is Richard Grigley. My telephone number is (651) 895-5700. And I 1 or whatever legislative hearing or whatever for in regards I'll call this number in regards to you all trying to set me $28 on my bill that I refused to pay.

**00:49 Customer** I paid a 100 and whatever, but I thought it was equally balanced out for all the times that my trash is missed, then I deduct $28. Please give me a call as soon as possible. Thank you.

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*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*

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**Phil Reilly** July 24, 2026 at 1:36 PM

Internal note

Outbound call to +1 (651) 895-5700
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 895-5700
Time of call: 2026-07-24 18:35:29 UTC
Called by: Phil Reilly
Length of phone call: 1 minute, 23 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA7543f4c6fbf10cf068f9ce0803699282/twilio/recording

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**Phil Reilly** July 24, 2026 at 1:38 PM Internal note

PO is requesting a hearing. He had several MPU and did not pay his bill in full, believing it would be fair to receive a credit or refund for the missed service. LM.

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**Jillian Barden** August 3, 2026 at 9:34 AM Internal note

Outbound call to +1 (651) 895-5700
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 895-5700
Time of call: 2026-08-03 14:33:34 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 22 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1030454e92e4322ab64597250256dcce/twilio/recording

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**Jillian Barden** August 3, 2026 at 9:35 AM Internal note

Left VM, will try again in a bit

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**Jillian Barden** August 3, 2026 at 10:10 AM Internal note

PO called on #1955849 but did not answer when I called back

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**Jillian Barden** August 3, 2026 at 11:34 AM Internal note

Talked to PO in #1956141 and let him know about what our records show about the MPUs and how the leg process works. PO was credited for misses in the past, but that was with WM. He believes he should be credited again. Told him we would remove bag fees, if there were any but because he was ultimately collected all three times he reported MPUs, we would not issue a credit

details bout MPUs #1761264

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