#1968117 Multiple Addresses - Billing Inquiry

Submitted	Received via	Requester
August 10, 2026 at 2:10 PM	Mail	Rose - CAG Minnesota Fund <office.proechel@gmail.com>

CCs
Lisa Proechel <lisaproechel@kw.com>

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

Ward	Total time spent (sec)	Time spent last update (sec)
Ward 7	610	28

Intent	Intent confidence	Language	Language confidence
Billing::Wrong charge::Incorrect amount charged	Medium	English	High

Sentiment	Sentiment confidence
Neutral	High

Rose - CAG Minnesota Fund August 10, 2026 at 2:10 PM

Hi Support Team,

I am writing to request a review of the quarterly trash bills for the following properties:

- **686 Sherburne Ave**
- **719 Sherburne Ave**

Both properties are currently vacant buildings. However, we are seeing recurring garbage charges on the Assessments site for each location, which seems unusual given their vacant status.

Could you please look into these accounts and advise us on the process to dispute these current charges and prevent future garbage bills for these vacant properties?

Thank you for your help.

Regards,

Rose Geronimo
The Pickle Property Team
office.proechel@gmail.com
Office: 651-661-7799 Fax: 651-412-5055
kw | Keller Williams Integrity Realty
2660 Arthur St, Roseville, MN 55113
www.pickle.properties

Carrie Street August 11, 2026 at 8:12 PM

Internal note

Not sure how to address this one due to vacant bldg. Would love to learn.

Jillian Barden August 14, 2026 at 3:23 PM

Hi Rose

Thank you for reaching out bout your garbage bills. I can place holds on these two properties now, to stop the billing from accruing. For the past bills, I can delete the Quarter 2 2026 invoices with no issues. I will send you some follow-up emails shortly about the deletions.

I need to attend a legislative hearing for the Quarter 1 2026 invoices. You do not need to attend the hearings, as I have enough information to recommend a removal, however I cannot promise or guarantee the outcome. The hearings will be on August 27. After the hearings have completed, I will email you with the results.

For past invoices, I am not sure what we can do sine they have been levied.

Thank you,

Jillian

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

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

Rose - CAG Minnesota Fund August 14, 2026 at 4:38 PM

Thank you so much for your help with this Jillian! We really appreciate you placing the holds and deleting the Q2 2026 invoices. We look forward to hearing from you after the hearing.

Regards,

Rose Geronimo
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