#1913364 1053 Rose Ave E - Q1 2026 Legislative Hearing - YW Sub

Submitted	Received via	Requester
July 6, 2026 at 9:06 PM	Mail	Marianne Goergen <jadhairsalon@gmail.com>

CCs

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

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

Latitude/Longitude	Location	Is this a repeat report?
-93.05616,44.97672	1053 Rose Ave E, Saint Paul, Minnesota, 55106	No

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
282922210027	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

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:
PO did not have a yard waste cart at the property	08/13/2026	08/27/2026

Other Name

Marianne Goergen

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?

No

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

January 1, 2026- March 31, 2026

Staff Comments

PO reported there is no yard waste cart at the property. PW staff confirmed there was no cart at the property, and there was no yard waste collected. Staff recommends removing assessment.

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

Do you need an interpreter?	Project Number	Service Level
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?	Did the driver leave a tag on your cart?
Yard Waste Billing Issue	No

Total time spent (sec)	Time spent last update (sec)	Intent
20119	2	Billing::Wrong charge::Unexpected charge question

Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
High	English	High	Neutral	High

Billing Quarter	Hauler
Quarter 1 (January 1 – March 31)	FCC Environmental

Marianne Goergen July 6, 2026 at 9:06 PM

Hello, I'm just emailing you because I got a notice in the mail for residential yard waste collection annual invoice. I haven't had the yard waste can in my backyard for probably two years so I'm not sure why I'm being built this. My address is 1053 Rose Avenue East.

Megan Beuthien July 7, 2026 at 8:09 AM

Hello Maria,

Thank you for reaching out to the City about an invoice you received for seasonal Yard Waste subscription service. Here are a couple of reasons why you might be receiving this invoice:

AUTOMATIC RENEWAL: If you were subscribed to weekly Yard Waste service last year, your subscription was automatically renewed for this year. This service stays in effect until the current property owner cancels. You may cancel the service at any time, but refunds are not provided after the cancelation deadline.

NEW HOMEOWNER: If you recently purchased your home, the previous owner may have had a Yard Waste subscription that is still active. As a new homeowner, you have 2 options:

- **Continue Weekly Service:** If you would like to utilize the Yard Waste subscription for 2026, please pay the bill you received. You should have a City Yard Waste cart at the property already. If you do not have a cart, please let us know so we can deliver one.
- **Cancel Weekly Service:** New homeowners have the option of canceling a service that was set up by the previous owner. Please let us know if you would like to cancel the service and we will remove the charge and schedule a yard waste cart removal.

If these situations do not apply to you, please reply to this email with an explanation and we will investigate further.

Thank you,

Megan

City of Saint Paul

Public Works - Garbage & Recycling
Phone: 651-266-6101
Email: garbage@ci.stpaul.mn.us
Online: Web Form

Marianne Goergen July 7, 2026 at 8:11 AM

The thing is, I did a few years back subscribe to the yard waste bin, but then like two years ago it was just gone so I figured the garbage people took it and I didn't use it all that much so I never said anything, but this was the first time I remember getting something in the mail about it however, I will say I have 14s in my house so sometimes I don't always get all of my mail so it is possible I've gotten this letter before

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Lydia Kopf July 10, 2026 at 12:54 PM

Maria,

Thank you for the additional information. Since there is no yard waste cart on site, and you have therefore not been receiving service, I believe we will be able to remove the charge for you. The staff member who manages the yard waste subscription accounts is out of the office until July 20. Once she returns, she will investigate and get back to you as soon as possible.

There are no late fees for unpaid garbage and yard waste bills, so you don't need to worry about the delay.

Thank you,

Lydia

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

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

Melanie Harding July 20, 2026 at 8:20 AM

Hello Marianne,

I understand you've been billed for Yard Waste Service at 1053 Rose Ave E, but have not had a cart at the property for a couple of years. We can remove the charge for 2026 Yard Waste Service and cancel the subscription in our records so you aren't billed in the future. You can disregard the invoice you received. I'm sending this issue over to our billing staff, who will notify you once the charge has been removed.

Thank you, let us know if you have further questions.

Melanie

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

Marianne Goergen July 20, 2026 at 8:21 AM

Thank you. I'm wondering if I have been billed before for it? I haven't had a yard waste container in a long time. Like years

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Melanie Harding July 20, 2026 at 8:27 AM

Marianne,

I do see that you were invoiced in 2025 and the bill was not paid. The unpaid bill has already been certified to your property taxes, so I don't know if there is anything we can do about it. I will let our billing staff know so they can look into it further for you. The person who usually handles this is out of the office this week, so it will likely be a couple of weeks before you hear back.

Melanie

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

Melanie Harding July 20, 2026 at 8:31 AM Internal note

No cart at property. Notified FCC in side email. Jillian Barden **Please remove 2026 Yard Waste Charge of $160. PO was also billed for 2025 YW Service but did not have a cart. This unpaid bill has already been certified to their property taxes. Can we credit them for the 2025 charge of $119.06?**

Marianne Goergen July 20, 2026 at 9:10 AM

Thank you

Jillian Barden July 27, 2026 at 11:11 AM Internal note

needs hesrding and credit on 3 invocie

Jillian Barden July 27, 2026 at 3:04 PM

Hello Marianne

Thank you for reaching out to the city of Saint Paul about your yard waste invoices. Because the yard waste bills are technically considered an assessment, I will need to attend a legislative hearing to remove the annul charge for 2026 on August 13. You are not required to attend, as I have enough information to recommend removal, but I also cannot promise or guarantee an outcome. I already reached out to the hauler to confirm you did not use the service in 2025 or 2026, and they show you did not have a cart.

As for your 2025 charges, they have already been certified to property taxes. I cannot get those charges removed (you will still have to pay it), but I can place a credit on your garbage account for the amount you were charged. The 2025 rate was $119.06, but a certification fee of 5.95% was applied, so the credit that will be placed on your Quarter 3 invoice will be for $126.14.

Thank you,

Jillian

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

Marianne Goergen July 27, 2026 at 3:06 PM

This is kind of crazy, so if I haven't had a bin and I'm being charged and I'm just noticing I'm being charged are you saying that I potentially cannot get this removed, ever?

Jillian Barden July 27, 2026 at 4:28 PM

Hi Marianne

There is a possibility that it could happen but there are different appeal processes along the way. This is why it is very important to review your invoices when you received them, so you can dispute the charges early. If you notice a billing discrepancy in the first 30-40 days, we can correct the invoice without having to go to legislative hearing.

Did you want to move forward with paying the amount due on your taxes, and I place credit on the Quarter 3 invoice? Also, do you want to move forward with a legislative hearing to have the 2026 charges removed? I am removing charges from a couple of accounts and believe there is enough information to recommend removal without having you attend unless you wanted to. If you did attend, it would be by phone.

Thank you,

Jillian

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

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

Marianne Goergen July 27, 2026 at 8:42 PM

I guess I'm actually just so confused. I don't have a garbage can at all for the yard waste. I have not had one in years so I don't want to pay for one ever because I don't have one. I don't know if somebody took it. I don't have a clue what happened to it, but I barely used it the first few months I had it anyway so I just don't want it and I don't wanna be charged for it.

Jillian Barden July 29, 2026 at 9:38 AM

Hi Marianne

Can I call you? I don't have a phone number on file for you. Sometimes talking over everything can help answer questions easier than email. Please send me a good time and telephone number and I will give you a call

Thank you,

Jillian

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stpaul.gov/garbageandrecycling

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

Marianne Goergen July 29, 2026 at 2:09 PM

Sure! It's 612-275-9871. Thank you

Jillian Barden July 30, 2026 at 11:07 AM Internal note

Outbound call to +1 (612) 275-9871
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 275-9871
Time of call: 2026-07-30 16:05:47 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 13 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAd27580a855a2954aa7af1746f59c41b1/twilio/recording

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Jillian Barden July 30, 2026 at 11:07 AM Internal note

Left VM, will try again in a bit

Jillian Barden July 30, 2026 at 11:57 AM Internal note

Outbound call to +1 (612) 275-9871
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 275-9871
Time of call: 2026-07-30 16:56:04 UTC
Called by: Jillian Barden
Length of phone call: 58 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA71359612286dcd2aaad394c0dade01ea/twilio/recording

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Jillian Barden July 30, 2026 at 3:44 PM Internal note

Outbound call to +1 (612) 275-9871
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 275-9871
Time of call: 2026-07-30 20:42:53 UTC
Called by: Jillian Barden
Length of phone call: 1 minute, 9 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6135693562d608e143ee5c35b678f545/twilio/recording

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Jillian Barden July 30, 2026 at 3:44 PM Internal note

Left VM

Jillian Barden July 31, 2026 at 11:36 AM Internal note

Outbound call to +1 (612) 275-9871
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 275-9871
Time of call: 2026-07-31 16:35:44 UTC
Called by: Jillian Barden
Length of phone call: 53 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa879d67b697977baf5a22806c52a3e3e/twilio/recording

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Jillian Barden July 31, 2026 at 11:36 AM Internal note

Left VM

Jillian Barden July 31, 2026 at 4:09 PM Internal note

Outbound call to +1 (612) 275-9871
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 275-9871
Time of call: 2026-07-31 21:06:34 UTC
Called by: Jillian Barden
Length of phone call: 2 minutes, 29 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA2678e84721a11a5f447fb5c53435f591/twilio/recording

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Jillian Barden July 31, 2026 at 4:09 PM Internal note

VM ran gutta time on me, lol

Jillian Barden July 31, 2026 at 4:14 PM

Hi Marianne

I called and left another Voice Mail. Let me know if that didn't help of if you have more questions. Just to reiterate what I said in the VM:

1. I can get the charges removed at a legislative hearing on August 13. I cannot promise or guarnetee the outcome but I am recommending removing a few YW Subscription from a few different properties, and this one is no different. I expect the hearing officer will agree with my recommendation. If they do not, I will know on August 12 and can call you. If you do not hear from me, then please assume good news
2. I cannot get the $119.06 (now $126.14) removed from the property tax statement, nut I can put a credit on your Quarter 3 2026 invoice. Your regular invoice is $146.66, so you would only owe roughly $20 for your garbage bill in Qaurter 3. Will this work?

Thank you,

Jillian

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Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

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

Marianne Goergen July 31, 2026 at 6:15 PM

Sounds good! Thanks for all of your help

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