# #1980636 915 Eleanor Ave - Q2 2026 Billing Adjustment - YW Subscription

| Submitted | Received via | Requester |
|---|---|---|
| August 18, 2026 at 12:46 PM | Inbound phone | Crissy Lynch <crissylynch@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 |
|---|---|---|---|---|---|
| Solved | Solved | Question | Normal | PW - Garbage | Jillian Barden |

| Latitude/Longitude | Location | Is this a repeat report? |
|---|---|---|
| -93.13867,44.92079 | 915 Eleanor Ave, Saint Paul, Minnesota, 55102 | No |

| Other Telephone | Other Name | Yard Waste Request Type | Do you need an interpreter? |
|---|---|---|---|
| 17632278637 | Christine Lynch | Other (enter details below) | No |

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

| What is your billing or assessment question? | Property owner or tenant? | Total time spent (sec) |
|---|---|---|
| Yard Waste Billing Issue | Property owner | 1732 |

| Time spent last update (sec) | Adjustment Approved | Original Amount Billed | Reason for adjustment |
|---|---|---|---|
| 36 | Yes | 160 | Removing YW Charges |

| New Amount Billed | Billing Quarter |
|---|---|
| 0 | Quarter 1 (January 1 – March 31) |

**Emily Torralba** August 18, 2026 at 12:46 PM — Internal note

Call from: +1 (763) 227-8637
Call to: +1 (651) 372-8578
Time of call: August 18, 2026 at 5:46:21 PM UTC
Answered by: Emily Torralba

**Emily Torralba** August 18, 2026 at 12:50 PM — Internal note

Inbound call from +1 (763) 227-8637
Call Details:

Call from: +1 (763) 227-8637
Call to: +1 (651) 372-8578
Time of call: 2026-08-18 17:46:21 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Emily Torralba
Length of phone call: 4 minutes, 6 seconds

Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5a63a1196d9305cd71a4b93763020a4f/twilio/call/recording

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**Emily Torralba** August 18, 2026 at 12:59 PM Internal note

PO states that they had yard waste service with the old garbage hauler and their cart was taken by the old garbage hauler never replaced. PO states that they were not aware of a current yard waste subscription because they did not have yard waste services for the past two years. PO states they do not want to pay for services that they did not receive. I offered a new cart to be dropped off, but PO refused and states they do not want to pay for current yard waste.

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**Melanie Harding** August 24, 2026 at 11:08 AM Internal note

Outbound call to +1 (763) 227-8637
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (763) 227-8637
Time of call: 2026-08-24 16:08:20 UTC
Called by: Melanie Harding
Length of phone call: 37 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1f26ee2bf3d07126fd6ecb6e0658afd6/twilio/recording

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**Melanie Harding** August 24, 2026 at 11:10 AM Internal note

Outbound call to +1 (763) 227-8637
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (763) 227-8637
Time of call: 2026-08-24 16:09:35 UTC
Called by: Melanie Harding
Length of phone call: 33 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5f879ac2dd0b596cd0f6a6f0107a1f68/twilio/recording

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**Melanie Harding** August 24, 2026 at 11:10 AM Internal note

Tried to leave a VM for PO but their phone just kept hanging up.

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**Melanie Harding** August 24, 2026 at 11:14 AM Internal note

PO reports not having a YW cart or service for the last 2 seasons. They have been charged for 2025 and 2026. The 2025 charge has already been certified to property taxes.

Removed them from 2026 YW Account list so the subscription does not renew in 2027.

Jillian Barden FCC confirms they have not been servicing property for YW. Please investigate YW charges and communicate with PO about whether or not we can remove the charges.

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**Jillian Barden** August 25, 2026 at 10:50 AM

Internal note

Outbound call to +1 (763) 227-8637
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (763) 227-8637
Time of call: 2026-08-25 15:46:01 UTC
Called by: Jillian Barden
Length of phone call: 4 minutes, 11 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA385e949828b447734688c923ed3e2c03/twilio/recording

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**Jillian Barden** August 25, 2026 at 11:19 AM

Hello Christine,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. If you have already paid the original invoice amount in full, the overpayment is applied as a credit on your next invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: $160
- Corrected Invoice Amount: $0

Thank you,

Jillian
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City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

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