#1992321 915 Eleanor Ave - Q1 2026 Legislative Hearing Inquiry - YW Subscription

Submitted	Received via	Requester
August 25, 2026 at 3:10 PM	Side conversation	Crissy Lynch <crissylynch@gmail.com>

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?
-93.13867,44.92079	915 Eleanor Ave, Saint Paul, Minnesota, 55102	No

Other Telephone	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
17632278637	112823340122	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)
PO was charged for Yard Waste service but did not have a Yard Waste Cart	08/27/2026

Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Christine Lynch	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-March 31, 2026

Staff Comments
PO reports the previous hauler picked up the Yard Waste cart when the Hauler Transition happened. Staff confirmed with the hauler that there has not been a yard waste cart at the property. Staff recommends removing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Yard Waste Request Type
Ward 2	09/16/2026	Yes	Other (enter details below)

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?	Property owner or tenant?	Total time spent (sec)
Yard Waste Billing Issue	Property owner	265

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

New Amount Billed	Billing Quarter	Hauler
0	Quarter 1 (January 1 – March 31)	FCC Environmental

Jillian Barden August 25, 2026 at 3:10 PM

needs hearing

From: Melanie (City of Saint Paul) <support@saintpaul.zendesk.com>
Date: Mon, Aug 24, 2026 at 11:14 am
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.

From: Emily Torralba (City of Saint Paul) <support@saintpaul.zendesk.com>
Date: Tue, Aug 18, 2026 at 12:59 pm
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.

Support software by Zendesk