#1983066 1018 Van Buren Ave - Q2 2026 Billing Adjustment

Submitted	Received via	Requester
August 19, 2026 at 1:01 PM	Voicemail	MaryBeth Nevers <mbnevers@gmail.com>

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

Latitude/Longitude	Location	Is this a repeat report?	License Plate: State
-93.14303,44.96194	1018 Van Buren Ave, St. Paul, Minnesota, 55104	No	Minnesota

Please select the reason you are contacting the solid waste team	Billing Year	What is your billing or assessment question?
Billing or Assessments	2026	Billing Inquiry

Total time spent (sec)	Time spent last update (sec)	Language	Language confidence	Adjustment Approved	Original Amount Billed
1595	171	English	High	Yes	86.08

Reason for adjustment	New Amount Billed	Billing Quarter
Temp Hold Not Applied	26.79	Quarter 2 (April 1 – June 30)

MaryBeth Nevers August 19, 2026 at 1:01 PM

Internal note

Voicemail from +1 (218) 349-0702
Call Details:

Call from: +1 (218) 349-0702
Call to: +1 (651) 372-8578
Time of call: 2026-08-19 17:57:38 UTC
Location: Duluth, Minnesota, United States
Answered by: Unknown
Length of phone call: 3 minutes, 47 seconds
Listen to the recording: https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAfd141ec4b7fb4863437530d2741dfd78/twilio/voicemail/recording

system August 19, 2026 at 1:01 PM

Internal note

Call transcript:

00:02 **Customer** Hi. This is Mary Beth Nevers. I'm calling for my sister, Laurie Nevers, who is deceased, and she's died. And she her address is 101818 Van Buren Avenue in Saint

00:15 **Speaker 2** Paul.

00:16 **Customer** Calling about her

00:17 **Speaker 2** garbage bill.

00:19 **Customer** This estate is in probate, and I need some information from you before I can take care I'm the personal representative for the estate. Before I can take care of this, She has not had a garbage pickup since a before April 23, and I see that the bill is still I've called before, but maybe didn't get on record. So call me back if you would. (218) 349-0702. Thank you.

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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Megan Beuthien August 20, 2026 at 12:26 PM

Internal note

Outbound call to +1 (218) 349-0702
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (218) 349-0702
Time of call: 2026-08-20 17:23:33 UTC

Called by: Megan Beuthien
Length of phone call: 3 minutes, 20 seconds
Listen to the recording: https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAb77f68ba42cffebdabb747118223de8b/twilio/recording

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Megan Beuthien August 20, 2026 at 12:30 PM

Internal note

PO passed 4/23/2026, sister of PO is now handlign estate and inquiring whether we can reduce and remove Q2/Q3 bill since death. Staff stated no guarantees but would pass this to billing for investigation. Marybeth requests any adjustments be sent through the USPS to 1018 Van buren so she can provide docs during probate process. Staff stated previous bills (unpaid sine Q4 2025) can be handled at sale/closing.

Jillian Barden August 24, 2026 at 11:43 AM

Internal note

Outbound call to +1 (218) 349-0702
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (218) 349-0702
Time of call: 2026-08-24 16:37:54 UTC
Called by: Jillian Barden
Length of phone call: 5 minutes, 46 seconds
Listen to the recording: https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6c1b4533ac67aa5f44d15940e39fcb3f/twilio/recording

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Jillian Barden August 24, 2026 at 11:54 AM

Internal note

sept 18 end date for hold
said I would start hold July 1. PO wants more. Sister died April 23.
Mentioned PO barely used YW, but not sure if I am going to remove

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Jillian Barden August 25, 2026 at 11:42 AM

Internal note

Talked with Mel, and she agrees we should take YW charge to hearing

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Jillian Barden August 25, 2026 at 2:48 PM

Hello MaryBeth,

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: $86.08
- Corrected Invoice Amount: $26.79

Thank you,

Jillian

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

stpaul.gov/garbage

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