

#1437937 1112 Marion St - YW - Billed no Cart - LH Needed

Submitted	Received via	Requester
October 16, 2025 at 15:28	Phone call (inbound)	Maxwell Davis <maximus@houseofrockford.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.10956,44.97477	1112 Marion St, St. Paul, Minnesota, 55117	No
Property Type	Yard Waste Request Type	Do you need an interpreter?
SUD	Cancel Seasonal Service Subscription	No
Please select the reason you are contacting the solid waste team		Property owner or tenant?
Yard Waste		Property owner
Total time spent (sec)	Time spent last update (sec)	
4966	30	

Philip Reilly October 16, 2025 at 15:28

Internal note

Call from: +1 (970) 773-1501
Call to: +1 (651) 413-6624
Time of call: October 16, 2025 at 8:27:10 PM UTC
Answered by: Philip Reilly

Philip Reilly October 16, 2025 at 15:32

Internal note

Inbound call from +1 (970) 773-1501

Call Details
Call from: +1 (970) 773-1501
Call to: +1 (651) 413-6624
Time of call: 2025-10-16 20:27:10 UTC
Location: Denver, Colorado, United States
Answered by: Philip Reilly
Length of phone call: 5 minutes, 47 seconds

Philip Reilly October 16, 2025 at 15:51

Hello Maxwell,

Thank you for reaching out to the City about an invoice you received for seasonal Yard Waste subscription service. You have two options regarding the service:

- **Continue Weekly Service:** If you would like to utilize the Yard Waste subscription for 2026, please pay the bill you received. If you do not have a cart, please let us know so we can deliver one.
- **Cancel Weekly Service:** You have the option of canceling the service. Please let us know if you would like to cancel the service and we will remove the charge.

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

Thank you,

Philip

City of Saint Paul
Public Works - Garbage & Recycling
Phone: 651-266-6101
Email: garbage@ci.stpaul.mn.us
Online: [Web Form](#)

Maxwell Davis October 16, 2025 at 19:22

Please cancel weekly service of the yard cart.

Max Davis

Lydia Kopf October 24, 2025 at 13:00

Hello Maxwell,

I understand that you were charged for a seasonal yard waste subscription but never received a yard waste cart. We would be happy to help correct the error for you.

Because this bill was due on September 1, the time to adjust it easily has past. This will need to be handled through our legislative hearing process. I will forward the concern to our billing specialist who will assist you through the process.

Thank you,

Lydia

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

stpaul.gov/garbage

Lydia Kopf October 24, 2025 at 13:01

Internal note

PO billed for YW sub but did not have cart. Contacted us after the time to adjust without a hearing had passed.

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