

#1812557 679 Hoyt Ave W - Q4 2025 Assessment Inquiry - Service Hold not Applied

Submitted	Received via	Requester
May 8, 2026 at 6:00 PM	Side conversation	Marguerite DeSpain <margiedespain@yahoo.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.12857,44.98785	679 Hoyt Ave W, St. Paul, Minnesota, 55117	No

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
232923140195	Quarter 4 (October - December)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Stated Reason for Appeal (if given)
58.47	PO states she requested hold properly

Other Name
Marguerite DeSpain

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before?	Ward
Yes	Ward 5

Legislative Hearing Required	Please describe the item(s)	Do you need an interpreter?
Yes	patio umbrella	No

Service Level
closed_-_completed 35 gallons (every other week)

Please select the reason you are contacting the solid waste team
Billing or Assessments

What is your billing or assessment question?	Property owner or tenant?
Extra Charges on My Bill	Property owner

Please select the item to get rid of	Scheduled Date	How many items do you want to get rid of?
Other	2026-02-13	1

Total time spent (sec)	Time spent last update (sec)	Language	Language confidence
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68

68

English

High

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	58.47	Temp Hold Not Applied	11.09

Hauler

FCC Environmental

Jillian Barden May 8, 2026 at 6:00 PM

PO requesting edit to Q4 invoice

From: Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com>

Date: Fri, May 8, 2026 at 5:58 pm

Had lengthy discussion with PO, her mom is ill, and PO is going back and forth between MN and MO for care.

Honored original Q1 hold

PO believes there should have been a hold for Q4 as well, but she and PW does not have record of hold. There is a possibility that the PO filled out form and didn't hit submit. In the past PO has sent in hold forms.

Past Q2 2025 hold was not applied to quarter 2 2025 bill due to billing file error

Past Q1 2026 hold was denied/canceled because PO's included note made it sound like she was in and out of home throughout the hold period, and plus she previously asked for cart sharing and was denied.

PO requesting hold from Early October- end of Nov. PO was home for Dec.

Jillian Barden May 8, 2026 at 6:01 PM

Internal note

PO aware I am trying to get this in for 5/14 but it might be 5/28

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