

# #1259849 CANCELLED - SERVICE HOLD - TEMP - 994 Carroll Ave, 55104 - 2025-10-30

**Submitted** July 23, 2025 at 10:19 AM  
**Received via** Voicemail  
**Requester** Asegedam Keleta <selameasegedom@gmail.com>

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

**Latitude/Longitude** -93.14239,44.95017  
**Location** 994 Carroll Ave, Saint Paul, Minnesota, 55104  
**Is this a repeat report?** No

**Ticket Referred From** Direct/Personal Line  
**Property Type** property\_sud

**Start Date - first collection day with no service (temporary service hold)**  
2025-10-30

**End Date - last collection day with no service, will start up again on next collection day**  
2026-02-26

**How many units will be unoccupied?** One Unit  
**Is this property currently for sale?** No

**Please select the reason you are contacting the solid waste team** Service Hold  
**Property owner or tenant?** Property owner

**What size cart do you have?** Small (35 gallons) - EVERY OTHER WEEK (garbage only)  
**Total time spent (sec)** 1086  
**Time spent last update (sec)** 7

**Asegedam Keleta** July 23, 2025 at 10:19 AM

Internal note

Voicemail from +1 (651) 417-4302

Call Details:

Call from: +1 (651) 417-4302

Call to: +1 (651) 413-6624

Time of call: 2025-07-23 15:16:15 UTC

Location: Minnesota, United States

Answered by: Unknown

Length of phone call: 3 minutes, 13 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA51bff230fa8d20ae74f2d499cebedbdc/twilio/voicemail/recording>

Transcription:

A hi. My last name is Kayla tar. First name, oscar dom. The address is 994 carroll oven no 7, phone, minnesota. Zip code. 55104. A phone number 65. 141-7430. 2. Please give me a call. I would like to discuss about my service.

Thank you.

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**Megan Beuthien** July 23, 2025 at 10:44 AM

Internal note

Outbound call to +1 (651) 417-4302

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 417-4302

Time of call: 2025-07-23 15:30:16 UTC

Called by: Megan Beuthien

Length of phone call: 13 minutes, 55 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9bb2eef1e6c2ebd5788c0800fadc4470/twilio/recording>

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**Megan Beuthien** July 23, 2025 at 10:45 AM

Internal note

PO had questions about billing and service holds as they will be traveling out of the country later this year. I confirmed billing process and scheduled service hold for them, no further action taken.

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**Megan Beuthien** July 23, 2025 at 10:47 AM

Hello Asegedam,

Thank you for contacting the City of Saint Paul regarding a hold on garbage collection services for 994 Carroll Ave, 55104. The hold will be applied for the following dates:

- **Collection Day:** Thursday
- **Start Date (first day without service):** Thursday, 2025-10-30
- **End Date (final day without service):** Thursday, 2026-02-26

### **Extensions**

To extend your hold, please contact the City within 2 weeks of the originally requested end date or it may not be honored.

### **Recycling**

There is no need to place a hold on your recycling because there is no separate fee for collection services.

### **Container Storage**

Please store both your garbage and recycling carts somewhere secure while you are away, such as in a garage or behind a fence.

Notice, all mailed communication will be sent to the address of the owner listed on the property taxes.

A staff member will follow up with you if any additional information is needed to process your request. For more details about service holds, visit our webpage [stpaul.gov/servicehold](http://stpaul.gov/servicehold).

Thank you,

Megan  
City of Saint Paul  
Public Works - Garbage & Recycling  
651-266-6101  
[garbage@stpaul.gov](mailto:garbage@stpaul.gov) | [stpaul.gov/garbage](http://stpaul.gov/garbage)

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**Megan Beuthien** July 23, 2025 at 10:48 AM

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Thank you,

Megan

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City of Saint Paul  
Public Works - Garbage & Recycling  
651-266-6101

[garbage@stpaul.gov](mailto:garbage@stpaul.gov) | [stpaul.gov/garbage](http://stpaul.gov/garbage)

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Jillian Barden August 8, 2025 at 4:37 PM

Internal note

Canceled this hold because he called in a new one today, and the time periods overlapped