

#1196740 2261 Sargent Ave - Credit for Accidental Billing

Submitted June 18, 2025 at 09:32
Received via Web Form
Requester Hank <hank@theandre.family>

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

Latitude/Longitude -93.19606,44.93539
Location 2261 Sargent Ave, Saint Paul, Minnesota, 55105
Other Telephone 16124088595

Property ID Number 052823430098
Billing period for Delinquent Garbage Bill Assessment Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment 2025

Total amount due for Delinquent Garbage Bill Assessment 227.08
Stated Reason for Appeal (if given) Credit for Accidental Billing

Other Name
hank@theandre.family

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

Garbage Hauler Republic Services
Have you contacted your hauler about this garbage bill before? Yes

Do you need an interpreter? No
Total time spent (sec) 1323
Time spent last update (sec) 4

Hank June 18, 2025 at 09:32

In Q2 of 2024 my family asked to trade out our small garbage bin for a large one. In January of 2025 we realized that Republic had continued billing us for the small bin for, which we no longer had, as well as the large bin. We called their customer service and they told us they'd credit us the balance. Unbeknownst to us, that credit showed as a negative balance on our account. Months later we received an invoice from Republic that we had an unpaid balance for the amount credit back: \$227.08 in total for Quarters 2-4 of 2024. When I called Republic about the invoice and explain the situation, yet again, they told us that our account had been closed. I suspect this is because the account had been transferred to the city of St. Paul because shortly thereafter we received an invoice from the city.

When I called the City to explain the bill no one answered and I left a voicemail. Now I've received a Public Hearing Notice.

I have to say this feels very unjust. We were accidentally billed by Republic and now have spent days trying to resolve a bill/invoice that we should never have had in the first place.

Jillian Barden June 18, 2025 at 11:17

Hi Hank

I have received your email and will reach out to Republic Services to see if we can get this figured out. It usually takes a couple days to hear back from them. I will know more early next week. I will let you know as soon as I hear back

Jillian

Jillian Barden June 18, 2025 at 11:27

Jillian Barden July 1, 2025 at 16:08

Hi Hank

It took a few times asking Republic for more information about your specific situation, but Republic finally answered. They said we can remove the \$227.08 charge for Quarter 1 2025.

In order to process the removal, I have to take it to a legislative hearing on July 10. You have the right to attend, but it is not required, It can be in person or over the phone. If you wish to attend, please respond to this email and let me know. I also cannot promise the outcome of the hearing, but because Republic agreed to remove the charges, it should be a pretty quick process.

Jillian