

#1840393 847 York Ave - Q4 2025 and Q1 2026 Trash Bags Photos

Submitted Received via
May 26, 2026 at 10:21 AM Mail

Requester

Mark Anderson - Lakewood partners LLC <lakewoodpartnersmn@gmail.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.06488,44.9687	847 York Ave, #A-B, St. Paul, Minnesota, 55106	No

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2026

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Extra Carts, Garbage Bags	2655

Time spent last update (sec)	Intent	Intent confidence
5	Billing::Wrong charge::Incorrect amount charged	High

Language	Language confidence	Sentiment	Sentiment confidence	Billing Quarter
English	High	Negative	Medium	Quarter 1 (January 1 – March 31)

Mark Anderson - Lakewood partners LLC May 26, 2026 at 10:21 AM

We are paying for 3 trash cans - and over the last 6 months we have had at most 2 cans and the last couple of weeks we have been down to 1 can.

The Oct-Dec Bill was 641.71 - most of this was for extra bags.

The Jan-March bill was 762.93 - most of this was extra bags.

If we had pick up on the 3 cans that were supposed to be available, we should not have any extra bags to pick up.

We would like the extra bags to be removed from both periods taken off our bill.

Thank you,
Mark Anderson
Lakewood Partners LLC
651-206-3487

Megan Beuthien May 27, 2026 at 5:24 PM

Hello Mark,

Thank you for notifying us about a potential discrepancy in your garbage bill.

I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Megan

City of Saint Paul
Public Works - Solid Waste
651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Megan Beuthien May 27, 2026 at 5:28 PM

Internal note

PO states they are charged for 3 carts(one 64 and two 96), and have ended up with only one. Because of the missing cans, they've been charged for extra bags. No report of missing can(s) in recent records, incidentals show 64 bags charged to account. PO dispute bag charges bc of no cans. Sending to specialist to determine next steps.

Jillian Barden June 2, 2026 at 10:33 AM

Hi Mark

We do not show any history for 847 York ave where you asked for carts to be removed, or calling and stating the carts went missing. Because we did not know there was a missing cart, you were charged for bags. Do you happen to know when the carts went missing?

I also show that we delivered a medium cart recently. In the delivery photo, it shows three carts at the property now. It appears the second large cart was not missing since we do not have record of it being delivered to 847 York (I do have record of a large cart being delivered to 841 York).

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Mark Anderson - Lakewood partners LLC June 3, 2026 at 8:22 AM

Good morning Jillian.

Thank you for your assistance in this matter.

We own both 847 York and 841 York - it has been very difficult keeping the trash cans in place and picked up - we did have to call a few times to get cans emptied over the last few months. Regarding 847 York, we are paying for three containers for a duplex - so if the trash was picked up on time with three cans, we should never have extra bags.

There have been pick up and trash can issues since the city took over the trash collection.

It appears that the issues causing the problems have been corrected.

Now we are just asking for the city to credit us for the extra bags on the last two billing cycles.

Thanks again for your help.

Lakewood Partners LLC
Mark Anderson
651-206-3487

Mark Anderson - Lakewood partners LLC June 5, 2026 at 9:53 AM

Good Morning Jilian.

Assuming you can remove the extra bags from the last two statements, please let me know what I owe - and I will get that paid right away.

Thank you.

Lakewood Partners LLC
Mark Anderson
651-206-3487

Jillian Barden June 8, 2026 at 10:05 AM

Hi Mark

I still need a little more time to sort out your account. Let me look at some service photos and I will get back to you in the next couple of days.

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Jillian Barden June 10, 2026 at 2:44 PM

Hi Mark,

Here are photos of extra bags, for your records. They are attached to this email. Let me know if you have trouble accessing them.

Q4 2025: billed for 46 bags

Q1 2026: billed for 64 bags

Jillian

Hello Mark,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on multiple dates, which resulted in the charges you see on your invoice. Extra bags are \$4.25 each, plus taxes and fees. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe there was an error, please respond to this email.

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.

Please let us know if you have any additional questions.

Thank you,

Jillian

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

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