

#1719746 1158 Hawthorne Ave E - Q4 2025 Assessment Inquiry - Service Hold

| | | | | | |
|---------------------------|------------------------|---|-----------------|--------------|-----------------|
| Submitted | Received via | Requester | | | |
| March 19, 2026 at 8:13 PM | Web form | Judith R Marthaler* <jmrthlr@gmail.com> | | | |
| Status category | Ticket status | Type | Priority | Group | Assignee |
| Pending | Pending - Future Event | Question | Normal | PW - Garbage | Jillian Barden |

| | | |
|---------------------------|--|------------------------|
| Latitude/Longitude | Location | Other Telephone |
| -93.05171,44.97828 | 1158 Hawthorne Ave E, St. Paul, Minnesota, 55106 | 16516900767 |

| | |
|---------------------------|--|
| Property ID Number | Billing period for Delinquent Garbage Bill Assessment |
| 212922430160 | Quarter 4 (October - December) |

Billing year for Delinquent Garbage Bill Assessment
2025

| | | |
|--|-----------------------|-------------------|
| Total amount due for Delinquent Garbage Bill Assessment | Assessment No. | Time of LH |
| 32.13 | 260143 | 10:00 |

| | |
|---|--------------------------------|
| Stated Reason for Appeal (if given) | Date of LH (MM/DD/YYYY) |
| PO requested a service hold and did not ask for extension | 05/14/2026 |

| | |
|-----------------------------|-------------------|
| Rescheduled LH Date: | Other Name |
| 05/28/2026 | Judi Marthaler |

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
No

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

Garbage Invoice Dates (i.e. January 1- March 31)
October 1, 2025-December 31, 2025

Staff Comments

PO requested a service hold on June 25, for the dates of 06/25/2025-11/25/2025. The next time the PO reached out again was on March 19, stating she is refusing to pay for the prorated Quarter 4 amount, and states her cart went missing. Staff does not recommend removing or reducing assessment.

| | | | |
|-------------|--------------------------------|-------------------------------------|-----------------------------|
| Ward | Date of CP (MM/DD/YYYY) | Legislative Hearing Required | Rescheduled LH Time: |
| Ward 3 | 06/17/2026 | Yes | 10:00 |

| | | | |
|------------------------------------|-----------------------|----------------------|-------------------------------|
| Do you need an interpreter? | Project Number | Service Level | Total time spent (sec) |
| No | CG25Q4B3 | 64 gallons (weekly) | 1446 |

| Time spent last update (sec) | Intent | Intent confidence | | |
|------------------------------|---|-------------------|----------------------|-------------------|
| 436 | Billing::Wrong charge::Unexpected charge question | Low | | |
| Language | Language confidence | Sentiment | Sentiment confidence | Hauler |
| English | High | Neutral | Medium | FCC Environmental |

Judith R Marthaler* March 19, 2026 at 8:13 PM

the city did not collect any garbage, therefore I shouldn't have to pay for services not given.

Saint Paul City Council Public Hearing Notice Ratification of Assessment? - required question, however I have no idea what this is

Jillian Barden March 23, 2026 at 11:47 AM

Hi Judith

Thank you for reaching out to the city of Saint Paul about your garbage bill. The charge of \$35.13 is for service from Dec 1–Dec 31, 2025. It is a prorated amount because we had a service hold from June 25–Nov 25, 2025, applied to your account. The account looks correct and accurate.

I have attached a copy of the original hold for you submitted to us on June 25, 2025.

Let us know if you have any questions

Thank you,

Jillian

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

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

Judith R Marthaler* March 23, 2026 at 12:29 PM

Please look at your cameras on your truck. You never picked up any garbage.

Judi Marthaler

Jillian Barden March 24, 2026 at 9:08 AM

Hi Judith

We did not attempt collection, until December, when your service hold ended. Even if there was no trash in your garbage cart in December, collection was attempted because your service hold ended. We need to know if you need a service hold extension prior to the pickup days.

Thank you,

Jillian

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stpaul.gov/garbageandrecycling

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

Judith R Marthaler* March 30, 2026 at 3:15 PM

Jillian,

I will continue to fight this. Garbage was not picked up or even attempted. As states in my first conversation, I refuse to pay for a service that I did not receive.

Judi Marthaler

Jillian Barden April 6, 2026 at 11:47 AM

Hi Judith

Thank you for your response. The legislative hearings for Quarter 4 will be in May, and are on Thursday mornings. They are held via teleconference. You would receive a letter in a few weeks with more the date and time. If you wish to dispute this at a legislative hearing, please let me know

Thank you,

Jillian

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stpaul.gov/garbageandrecycling

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

Judith R Marthaler* April 6, 2026 at 1:21 PM

Absolutely

Judi Marthaler

