

#1489526 2129 Reaney Ave - Q2 2025 Assessment Inquiry

Submitted	Received via	Requester
November 14, 2025 at 10:23	Phone call (inbound)	Paul Capistrant <mn69pc85@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>

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

Latitude/Longitude	Location	Is this a repeat report?
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-93.01077,44.96413	2129 Reaney Ave E, St. Paul, Minnesota, 55119	No
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Other Telephone	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
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16122575878	262922430072	Quarter 2 (April - June)
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Billing year for Delinquent Garbage Bill Assessment

2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
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113.19	250121	3:30
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Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Other Name
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PO did not have a cart during Quarter 2	11/25/2025	Paul Capistrant
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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?

No

Garbage Invoice Dates (i.e. January 1- March 31)

April 1 -June 30

Staff Comments

PO has not been using garbage service and the cart was removed by the previous hauler in February. Staff recommends removing assessment.

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
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11/25/2025	Yes	No
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Project Number	Service Level
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CG25Q2B4	64 gallons (weekly)
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Please select the reason you are contacting the solid waste team	Billing Year
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Billing or Assessments	2025
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What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
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Other	3570	182
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Billing Quarter	Hauler
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Multiple Quarters	FCC Environmental
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Sophia Yang November 14, 2025 at 10:23

Internal note

Call from: +1 (612) 257-5878

Call to: +1 (651) 372-8578

Time of call: November 14, 2025 at 4:21:35 PM UTC

Answered by: Sophia Yang

Sophia Yang November 14, 2025 at 10:31

Internal note

Inbound call from +1 (612) 257-5878

Call Details

Call from: +1 (612) 257-5878

Call to: +1 (651) 372-8578

Time of call: 2025-11-14 16:21:35 UTC

Location: Minnesota, United States

Answered by: Sophia Yang

Length of phone call: 10 minutes, 14 seconds

Sophia Yang November 14, 2025 at 10:53

Internal note

PO states that he doesn't have a garbage cart and he hasn't been using the garbage service. After he moved in February the hauler picked up the garbage cart from the property.

Melanie Harding November 16, 2025 at 16:46

Hello Paul,

This is follow-up to your conversation with our office last week about garbage service at 2129 Reaney Ave. I understand that you don't have a garbage cart because it was removed by the old hauler when the new garbage program launched on April 1. I see that you have 2 outstanding bills - one for Quarter 2 (April-Jun) and the other for Quarter 3 (Jul-Sep). Since you didn't have a cart, we can remove the charges for Quarter 3; however, unpaid Quarter 2 bills have already gone to hearing to be assessed to property taxes. I will have our billing specialist reach out to you about how to handle the Quarter 2 billing.

As a single-family dwelling in Saint Paul, you are required to utilize City garbage service, so we need to get you a cart and start service again for you. Please let us know what size cart you would like delivered. If we do not hear from you by Friday, November 21, we will deliver a medium, 64-gal cart to your property.

Quarterly Garbage Fees

\$58.47	small, every-other-week	35-gal
\$82.69	small, weekly collection	35-gal
\$113.19	medium, weekly collection	64-gal
\$137.53	large, weekly collection	96-gal

Thank you, let us know if you have questions about any of this. I will await your response on the cart size, and you will be hearing from our billing specialist about the Quarter 2 bill.

Melanie

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

Melanie Harding November 16, 2025 at 16:51

Internal note

PO does not have a cart at the property but was billed in Q2 and Q3 for 64(1). Added to Q4 Corrections to Base to remove cart. Notified PO that they are required to have City garbage service and need to select a cart size. Will schedule cart delivery. **Jillian Barden Please remove charges for Q3 since they did not have a cart. Please communicate with PO about what to do with Q2 bill and legislative hearing. Save ticket back to me as OPEN so I can get cart information. Thanks!**

Paul Capristrant November 17, 2025 at 09:36

I will take the small 1 and have it picked up every other week please. I understand that quarter 2 already went to collection, but if we could make that a credit or something that would be helpful.

Melanie Harding November 17, 2025 at 09:38

Internal note

PO wants EOW - creating side ticket for cart delivery.

Melanie Harding November 17, 2025 at 09:40

Internal note

Sending email to FCC to add them to EOW collection route.

Jillian Barden November 21, 2025 at 15:21

Internal note

Outbound call to +1 (612) 257-5878

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (612) 257-5878

Time of call: 2025-11-21 21:20:58 UTC

Called by: Jillian Barden

Length of phone call: 42 seconds

Jillian Barden November 21, 2025 at 15:22

Internal note

VM not set up