

#1512060 570 Selby Ave - Q4 2025 Service Activation

Submitted November 28, 2025 at 12:06 PM
Received via Closed ticket
Requester John Renwick <jrenwick3@gmail.com>

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

Latitude/Longitude -93.12417,44.94638
Location 570 Selby Ave, St. Paul, Minnesota, 55102
Is this a repeat report? No
Other Telephone 6473132497

Property ID Number 012823220163
Billing period for Delinquent Garbage Bill Assessment Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment 2025
Other Name john renwick

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

Have you contacted the Saint Paul Garbage Team about this garbage bill before? No
Ward Ward 1

Do you need an interpreter? No
Cart Request Type Change Cart Size
Service Level complete 64 gallons (weekly)

Please select the reason you are contacting the solid waste team Billing or Assessments
Billing Year 2025

What is your billing or assessment question? Extra Charges on My Bill
What were you charged for? Other Items
Which cart? Garbage Cart

Property owner or tenant? Property owner
What size cart would you like delivered? Small (35 gallons) - EVERY OTHER WEEK (garbage only)

What size cart do you have? Small (35 gallons)
Scheduled Date 2025-08-28
Total time spent (sec) 3789
Time spent last update (sec) 1114

What size cart do you need removed? Small (35 gallons) - EVERY OTHER WEEK (garbage only)
Reason for Cart Removal Downsize Service Level

Intent Travel::Luggage update::Add extra baggage
Intent confidence Low
Language English
Language confidence High

Sentiment Neutral
Sentiment confidence High
Adjustment Approved Yes
Original Amount Billed 82.69

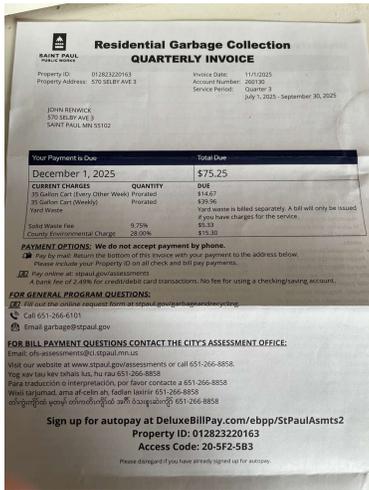
Reason for adjustment New Amount Billed Billing Quarter
Not in City Program 82.69 Quarter 2 (April 1 – June 30)

John Renwick November 28, 2025 at 12:06 PM

Dear Ms Barden

Thank you again for your email and assurances

In a November 01, 2025 correspondence I received yet again an invoice -- see attached photo.



Please help the billing side to reflect your findings and assessment revision.

john

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On Sat, Oct 11, 2025 at 12:19 Jillian Barden (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:



Your request (1406279) has been updated. To add additional comments, reply to this email.



Jillian Barden (City of Saint Paul)

Oct 11, 2025, 12:19 CDT

Hello John,

Thank you for reaching out about your garbage invoice. I have confirmed with the hauler and also Republic, that you do not have active service. This will be reflected on the assessments website within a week. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$82.69
- Corrected Invoice Amount: \$0

There is an Estimated 2025 Garbage Bill for July to September posted on the Saint Paul Assessments webpage. This bill is not final. Any corrections will be applied once final Quarter 3 bills are published in mid-October. Your Quarter 3 bill will also be reset to \$0

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbageHello John,

Thank you for reaching out about your garbage invoice. I reached out to the current hauler and the previous hauler (Republic) and confirmed that you did not have an active account, so we have removed the charges. This will be reflected on the assessments website within a week. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$82.69
- Corrected Invoice Amount: \$0

There is an Estimated 2025 Garbage Bill for July to September posted on the Saint Paul Assessments webpage. This bill is not final. Any corrections will be applied once final Quarter 3 bills are published in mid-October. The Quarter 3 bill will also be reset to \$0

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste

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

stpaul.gov/garbage



John Renwick

Oct 3, 2025, 09:37 CDT

my neighbours may have been serviced (units 1 and 2) but i was not ... i had no invoice, no bins, and so on

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Jillian Barden (City of Saint Paul)

Oct 3, 2025, 09:36 CDT

Hi John

I understand you are looking to dispute the charges at a Legislative Hearing. The hearing will be in November. Let me reach out to the hauler and verify some information first.

All 1-4 unit homes are required to have active garbage service per City Ordinance 220. This includes your condo, and the other two condos in your building. You were previously serviced by Republic Services, but the City has taken over all billing and customer service as of April 1. Your hauler also changed to FCC Enviromental at the same time.

Thank you,

Jillian

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



John Renwick

Sep 30, 2025, 18:38 CDT

i do not have a previous hauler and have no service as long as living there on purpose

i am disputing the bill

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Megan Beuthien (City of Saint Paul)

Sep 30, 2025, 07:34 CDT

Hello John,

Thank you for notifying us about a potential discrepancy in your garbage bill due to a missing service hold. Can you please provide the following information:

- Previous hauler:
- Start date of hold:
- End date of hold:
- Size(s) of cart(s) on hold:

Once we have this information, our billing specialist will investigate and 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



John Renwick

Sep 30, 2025, 06:16 CDT

This is a follow-up to your previous request [#1329946](#) "[570 Selby Ave, St. Paul](#), Mi..."
Dear Sir / Madam

I received again a final invoice but I am disputing the charge and looking for means to have legislative hearing.

The basis for the dispute is that I did not, preceding the cities takeover of services, have garbage service for my unit nor did the association overall.

It is a unit by unit basis and I only used recycling.

john renwick
[570 selby avenue #3](#)

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This email is a service from City of Saint Paul.
[WDLK47-3G1JR]

Marcus Myers November 29, 2025 at 7:09 AM

Hello John,

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,

Marcus

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

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

Jillian Barden December 17, 2025 at 1:53 PM

Hi John

I apologize for the delayed response, I was waiting until the Cart Sharing Ordinance was approved by City Council before reaching out. The cart sharing program has finally been approved; however, it only applies to multi family homes. When we removed your Quarter 2 bill, we were unaware cart sharing would not be allowed for condos. This means condo units are still required to have at least one garbage cart to remain in compliance with City Ordinance 220.

We need to get you set up with service or the current billing will continue. What size garbage cart would you like to have delivered?

Here are the 2025 garbage cart size options and rates:

- 96 gallon - \$137.53 quarterly rate
- 64 gallon - \$113.19 quarterly rate
- 35 gallon - \$82.69 quarterly rate
- 35 gallon - \$58.47 quarterly rate (every other week collection)

One perk of getting your service set up is that you will be allowed one free bulky item pickup per month, included with your service. Please reply to this email with what cart size you would like to have delivered.

Thank you,

Jillian

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

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

John Renwick December 17, 2025 at 1:56 PM

it sounds like the applicable -- no out -- policy is effective at a particular date

please do remove from the bill the amount preceding that date

with cordial wish

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Jillian Barden December 17, 2025 at 4:51 PM

Hi John

We removed the Quarter 2 bill as a courtesy because we believed the cart sharing would also include condos and townhomes, but it only applies to multi family dwellings with one PID (excludes townhomes and condos).

We still have to get you set up with service. I can have a small cart with every other service delivered in early January for you. It sounds like that service would be most suitable for your household since you do not produce a lot of trash. Does this sound ok for you?

Thank you,

Jillian

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

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

John Renwick December 17, 2025 at 5:00 PM

what is the most seldom possible pickup

we have a leftover cart

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Jillian Barden December 18, 2025 at 8:08 AM

Hi John

The cart with the least amount of pickup would be the small 35 gallon cart, with a purple top. It has every other week collection and is \$58.47 every quarter.

Do you know what size is the leftover cart? If you are unsure, the size is written on the lid, in the lower left corner.

Thank you,

Jillian

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

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

John Renwick December 18, 2025 at 8:32 AM

it is the smaller, purple

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Jillian Barden December 22, 2025 at 8:24 AM

Hi John,

Sounds good. Next week will be your first pickup, and it will be every other week after that. Your pickup days are Thursdays, however next week will be Friday due to the Holiday Delay.

We will start billing you, starting next week as well. Your Quarter 4 bill will be \$7.49 and the Quarter 1 bill will be \$58.47

I will make sure the Quarter 3 bill is adjusted as well, per our previous conversation. The Assessment Department has been doing their end of year reconciliation, but the Quarter 3 bill will be adjusted in the next few weeks.

Let me know if you have any other questions

Thank you,

Jillian

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

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