

#1396938 1039 Stinson St/262923320016

Submitted Received via Requester

September 23, 2025 at 15:07 Mail Sueann B Clemans

CCs

Butterfield, Lindsay (CI-StPaul) < lindsay.butterfield@ci.stpaul.mn.us>

Status categoryTicket statusTypePriorityGroupAssigneeClosedSolvedQuestionNormalPW - GarbageMarcus Myers

Latitude/Longitude Location Is this a repeat report?

-93.14387,44.96941 1039 Stinson St, St. Paul, MN, 55103, USA No

Ticket Referred From Property Type Other Name

Direct/Personal Line SUD Sueann B Clemans

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

Billing or Assessments 2025

What is your billing or assessment question? Total time spent (sec) Time spent last update (sec)

Billing Inquiry 612 612

Billing Quarter

Quarter 3 (July 1 - September 30)

Tanya Panzer September 23, 2025 at 15:07

The owner called and asked to be switched to biweekly pick up.

She was told to just pay \$58.47 but she received a bill for \$24.22 and was wondering when the change would happen in our system.

Tanya J Panzer

Office of Financial Services 15 W Kellogg Blvd, 700 City Hall Saint Paul, MN 55102 M: (651) 266-8858 Option 1 D: (651) 266-6153

www.StPaul.gov/assessments

Office Hours Monday-Thrusday 8am to 430pm



Marcus Myers September 24, 2025 at 11:10

Hello Sueann,

I am following up in regard to your billing inquiry from the City of St Paul Assessments office. Looking into the property's history, I do see a call requesting to change to bi-weekly collection. This requires a crew member to arrive at the location and exchange a weekly cart for a bi weekly cart, even though they are the same gallon size. This has not been completed yet, but when it is, your guarter 3 bill will be prorated to reflect the different sizes.

The garbage bill that is \$24.22 is from quarter 2. We bill for services completed, not for future services, meaning

this size change does not affect the \$24.22 bill.

You can view the bills using <u>City of Saint Paul - Assessment Lookup</u>. Please note, the "FUTURE 2025 Garbage Bill July to September" is still to be finalized and is not due.

Thank you,

Marcus

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

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

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