

#1704200 15 Nelson St - Q4 2025 Billing Adjustment - UDRF not Applied - Fire

Submitted March 12, 2026 at 12:17 PM **Received via** Side conversation **Requester** Olga Diaz Lopez <odiazlopez15@gmail.com>

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

Latitude/Longitude -93.01151,44.94164 **Location** 15 Nelson St, St. Paul, Minnesota, 55119 **Is this a repeat report?** No **Ward** Ward 7

Legislative Hearing Required Yes **Do you need an interpreter?** No

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

What is your billing or assessment question? Service Hold Not Applied **What kind of service hold did you request?** Unoccupied Dwelling Registration - over 26 weeks

What was the requested start date? 2024-10-17 **Total time spent (sec)** 74 **Time spent last update (sec)** 74

Intent Billing::Refund::Refund request **Intent confidence** High **Language** English **Language confidence** High **Sentiment** Neutral

Sentiment confidence High **Adjustment Approved** Yes **Original Amount Billed** 137.53 **Reason for adjustment** UDRF Request Not Applied

New Amount Billed 0 **Billing Quarter** Quarter 4 (October 1 - December 31)

Jillian Barden March 12, 2026 at 12:17 PM

Fire in Oct 2024, removing bill

Jillian Barden March 12, 2026 at 12:21 PM

Hello Olga,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. Overpaid amounts are not automatically refunded; they are applied as a credit to the next garbage invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$137.53
- Corrected Invoice Amount: \$0

Thank you,

Jillian

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

stpaul.gov/garbage

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