

#1942132 961 Selby Ave - Q1 2026 Legislative Hearing Request - MPUs

Submitted	Received via	Requester
July 23, 2026 at 3:59 PM	Voicemail	Richard L Grigsby

CCs

Lydia Kopf <lydia.kopf@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?
-93.14069,44.94676	961 Selby Ave, Saint Paul, Minnesota, 55104	No

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
022823210147	Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
2026	260151	9:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:
PO experienced multiple missed collections	08/13/2026	08/27/2026

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)
January 1, 2026 - March 31, 2026

Staff Comments

PO experienced three consecutive missed collections but only reported two within the required timeframe for recollection. The Feb 26 miss was reported on Sunday, March 1. Due to high billing call volume, staff processed the report on March 3 and successfully recollected the cart that same afternoon. The PO was missed on March 5 but did not report it until after being missed again on March 12. A single report covering both dates was submitted on Friday, March 13, and staff collected the missed cart on Tuesday, March 17. Staff does not recommend removal or reduction.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 1	09/16/2026	Yes	9:00 am

Do you need an interpreter?	Project Number	Service Level
No	CG26Q1B1	64 gallons (weekly)

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

Billing or Assessments

2026

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

Request a Legislative Hearing

2046

1119

Language

Language confidence

Billing Quarter

Hauler

English

High

Quarter 1 (January 1 – March 31)

FCC Environmental

Richard L Grigsby July 23, 2026 at 3:59 PM

Internal note

Voicemail from +1 (651) 895-5700

Call Details:

Call from: +1 (651) 895-5700

Call to: +1 (651) 372-8578

Time of call: 2026-07-23 20:55:06 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Richard L Grigsby

Length of phone call: 4 minutes, 11 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA533b4651baecf2b50a1bd062af8b0687/twilio/voice/mail/recording>

system July 23, 2026 at 3:59 PM

Internal note

Call transcript:

0 Yes. My name is Richard Grigley, and it said to call this number if I am disputing a bill or something.
0 What does this thing say? The purpose you guys are trying to suss me \$28 that I'm not paying in
: Customer regards to you all not picking up my trash. And it says, well, I want a legislative hearing to call this
0 number.
2
0 My number is (651) 895-5700. You all should have it because this I've had many complaints. Again,
0 my name is Richard Grigley. My telephone number is (651) 895-5700. And I 1 or whatever legislative
: Customer hearing or whatever for in regards I'll call this number in regards to you all trying to set me \$28 on
2 my bill that I refused to pay.
3
0
0
: Customer I paid a 100 and whatever, but I thought it was equally balanced out for all the times that my trash
4 is missed, then I deduct \$28. Please give me a call as soon as possible. Thank you.
9

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Phil Reilly July 24, 2026 at 1:36 PM

Internal note

Outbound call to +1 (651) 895-5700

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 895-5700

Time of call: 2026-07-24 18:35:29 UTC

Called by: Phil Reilly

Length of phone call: 1 minute, 23 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA7543f4c6bf10cf068f9ce0803699282/twilio/recording>

Phil Reilly July 24, 2026 at 1:38 PM

Internal note

PO is requesting a hearing. He had several MPU and did not pay his bill in full, believing it would be fair to receive a credit or refund for the missed service. LM.

Jillian Barden August 3, 2026 at 9:34 AM

Internal note

Outbound call to +1 (651) 895-5700

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 895-5700

Time of call: 2026-08-03 14:33:34 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 22 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1030454e92e4322ab64597250256dcce/twilio/recording>

Jillian Barden August 3, 2026 at 9:35 AM

Internal note

Left VM, will try again in a bit

Jillian Barden August 3, 2026 at 10:10 AM

Internal note

PO called on [#1955849](#) but did not answer when I called back

Jillian Barden August 3, 2026 at 11:34 AM

Internal note

Talked to PO in [#1956141](#) and let him know about what our records show about the MPUs and how the leg process works. PO was credited for misses in the past, but that was with WM. He believes he should be credited again. Told him we would remove bag fees, if there were any but because he was ultimately collected all three times he reported MPUs, we would not issue a credit

details bout MPUs [#1761264](#)