

#1488094 40 Geranium Ave W - Q2 2025 Assessment Inquiry

Submitted November 13, 2025 at 14:53
Received via Voicemail
Requester Maria E Marin Ortiz <marimmarim39@gmail.com>

Status category Open
Ticket status Open
Type Question
Priority Normal
Group PW - Garbage
Assignee Emily Torralba

Latitude/Longitude -93.10182,44.97546
Location 40 Geranium Ave W, St. Paul, Minnesota, 55117
Is this a repeat report? No
Other Telephone 16514040511
Please select which language you need an interpreter for Español (Spanish)
Property ID Number 302922220066
Billing period for Delinquent Garbage Bill Assessment Quarter 2 (April - June)
Billing year for Delinquent Garbage Bill Assessment 2025
Total amount due for Delinquent Garbage Bill Assessment 137.53
Assessment No. 250121
Time of LH 10:00
Stated Reason for Appeal (if given) PO bought their house in December and states they never signed up for garbage service.
Date of LH (MM/DD/YYYY) 11/20/2025
Other Name Maria E Marin Ortiz
Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment? Yes
Have you contacted the Saint Paul Garbage Team about this garbage bill before? Yes
Garbage Invoice Dates (i.e. January 1- March 31) April 1 - June 30

Staff Comments

PO states they never used the service and contacted us in August to get a new cart size. PO was unaware service in mandatory and requested hearing. Staff recommends removing assessment.

Ward Ward 5
Date of CP (MM/DD/YYYY) 12/17/2025
Legislative Hearing Required Yes
License Plate: State Minnesota
Do you need an interpreter? Yes
Project Number CG25Q2B4
Service Level 96 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? Request a Legislative Hearing
Total time spent (sec) 1960
Time spent last update (sec) 80
Language Spanish
Billing Quarter Quarter 2 (April 1 – June 30)
Hauler FCC

Maria E Marin Ortiz November 13, 2025 at 14:53

Voicemail from +1 (651) 404-0511

Internal note

Call Details

Call from: +1 (651) 404-0511

Call to: +1 (651) 372-8578

Time of call: 2025-11-13 20:49:40 UTC

Location: Minnesota, United States

Length of phone call: 3 minutes, 1 second

Transcription

The.

Emily Torralba November 17, 2025 at 15:50

Internal note

PO walked into our office and requested a hearing for Q2 for garbage services.

PO bought their house in December and states they never signed up for garbage service. They say they never used the service during Q2. In August they contacted us to switch from a 96 to a 35 EOW. She doesn't think she should have to pay for the service because she didn't know it was mandatory and is requesting a legislative hearing. PO states they refuse to pay for garbage services for Q2 since they did not use the services. We have no record of any previous UDRF placed on the property and explained to PO that if no service hold was placed then that means that garbage services are active.

Jillian Barden November 18, 2025 at 10:51

Internal note

Please let PO know we will call her on Thursday with a Spanish interpreter. We will call between 9am and 11am. If she does not answer the first time, we wait a few minutes and call back.

Also let her know we cannot promise or guarantee anything