#1486272 848 Orange Ave E - Q2 Assessment Inquiry - YW

Submitted	Received via	Requester
November 13, 2025 at 09:48	Web Form	Aaron C Nosich <manosich@gmail.com>

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

Location	Other Telephone	Property ID Number
848 Orange Ave E, 55106	2708723136	212922330063

Billing period for Delinquent Garbage Bill Assessment

Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment

2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
119.06	250122	11:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Other Name
PO did not utilize Yard Waste service in 2025	11/20/2025	Aaron C Nosich

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 7 - November 30

Staff Comments

PO called on Sept 18 to report they did not have a yard waste cart delivered to his home and requested we remove the charges. The request to remove the charge was not added to the Quarter 2 2025 Adjustment Spreadsheet, so the charge was never removed. Staff recommends removing assessment.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?
Ward 6	12/17/2025	Yes	No

Project Number	Service Level	Total time spent (sec)	Time spent last update (sec)
CG25Q2B5	Yard Waste	681	574

Intent	Intent confidence	Language	Language confidence
Misc::Feedback::Negative service feedback	Low	English	High

Sentiment	Sentiment confidence	Hauler
Negative	High	FCC

Aaron C Nosich November 13, 2025 at 09:48

SUBJECT:

[City of Saint Paul] Re: I received an additional bill for the yard waste collection program and this entire season we have not had a yard waste bin. Here I thought this se...

From: Mariah Nosich <manosich@gmail.com>
Date: November 12, 2025 at 7:41:37 PM CST
To: City of Saint Paul <support+id97DDP7-E6X5E@saintpaul.zendesk.com>
Subject: Re: [City of Saint Paul] Re: I received an additional bill for the yard waste collection program and this entire season we have not had a yard waste bin. Here I thought this se...

Hello,
We received a letter in the mail saying that we have a ratification of assessment due to this outstanding charge.
We also called and left a voicemail about it.
As you can see in the previous correspondence, we never received the yard waste container we are billed for.
Please respond and confirm that this was taken off our account. This is very frustrating.
Mariah and Aaron Nosich

On Thu, Sep 18, 2025 at 7:29 AM Marcus Myers (City of Saint Paul) <support@saintpaul.zendesk.com> wrote:

> **Marcus Myers** (City of Saint Paul)
>
> Sep 18, 2025, 07:29 CDT
>
> Hello Aaron,
>
> Thank you for reaching out to Saint Paul Garbage and Recycling about your bill regarding yard waste subscription charges. Any home that had yard waste service last year was automatically enrolled in service again this year. You should have received a grey cart with a green lid for your use.
>
> We will go ahead and remove the yard waste charge from your account. I apologize that a cart was never delivered to you.
>
> Please let us know if you have any additional questions and have a great day!
>
> Thank you,
>
> Marcus
>
> ---
>
> City of Saint Paul
> Public Works - Solid Waste & Recycling
> 651-266-6101
>
> > **Aaron C Nosich**
> >
> > Sep 16, 2025, 15:31 CDT
> >
> > I received an additional bill for the yard waste collection program and this entire season we have not had a yard waste bin. Here I thought this service was cancelled last year and this year I never received a yard waste bin and I am being charged for service I was never given. I would like this taken off of my bill. This has been a repeat issue year after year where yard waste seems to be the issue.
> >
> > Property ID: 21-29-22-33-0063

Jillian Barden November 18, 2025 at 12:43

Hi Aaron

Thank you for reaching out to the city of Saint Paul about your yard waste bill. In order to have the charge removed, I will need to take it to the legislative hearing on November 20. You do not need to attend, as I have enough information to recommend removal.

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

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