

#1463173 Multiple Properties - Billing Error

Submitted	Received via	Requester
October 31, 2025 at 10:10	Phone call (inbound)	Ronald Danatus <ronaldpauldanatus@gmail.com>

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

Latitude/Longitude	Location	Other Telephone	Other Name
-93.1646,44.96214	1517 Van Buren Ave, St. Paul, Minnesota, 55104	13125453566	Ronald

Ward	Please select the reason you are contacting the solid waste team	Billing Year
Ward 4	Billing or Assessments	2024

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

What was the requested start date?	Total time spent (sec)	Time spent last update (sec)
December 4, 2024	3480	2102

Michele Jerue October 31, 2025 at 10:10

Internal note

Call from: +1 (312) 545-3566
Call to: +1 (651) 413-6624
Time of call: October 31, 2025 at 3:10:12 PM UTC
Answered by: Michele Jerue

Michele Jerue October 31, 2025 at 10:15

Hello Ronald,

Thank you for notifying us about a potential discrepancy in your garbage bill due to a missing service hold. Can you please provide the following information:

- Previous hauler:
- Start date of hold:
- End date of hold:
- Size(s) of cart(s) on hold:

Once we have this information, our billing specialist will investigate and get back to you with a resolution within a week.

Thank you,

Michele

City of Saint Paul
Public Works - Solid Waste
651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Ronald Danatus October 31, 2025 at 10:22

Sent from my iPhone

Michele Jerue October 31, 2025 at 10:28

Internal note

Inbound call from +1 (312) 545-3566

Call Details

Call from: +1 (312) 545-3566

Call to: +1 (651) 413-6624

Time of call: 2025-10-31 15:10:12 UTC

Location: Chicago, Illinois, United States

Answered by: Michele Jerue

Length of phone call: 17 minutes, 47 seconds

Jillian Barden October 31, 2025 at 10:48

Internal note

Outbound call to +1 (312) 545-3566

Call Details

Call from: +1 (651) 413-6624

Call to: +1 (312) 545-3566

Time of call: 2025-10-31 15:35:49 UTC

Called by: Jillian Barden

Length of phone call: 12 minutes, 14 seconds

Jillian Barden October 31, 2025 at 11:24

Hello Ronald

We just spoke a few minutes ago on the phone. Here is a quick summary of our conversation:

1517 Van Buren Ave

- You requested a UDRF hold in December 2024, which was sent to Aspen. They confirmed they received the hold
- The May phone call was originally to dispute the Quarter 1 charges and requested removal
- The assessment removal did not happen, and it is now levied

1387 Thomas Ave

- You purchased the property in Feb 2025 and was unable to place hold
- When you called in about your Quarter 1 assessment on 1517 Van Buren, you requested UDRF on Thomas Ave
- You were charged for garbage service for entire quarter
- The service hold should have been backdated to April 1

667 4th St E:

- This Property is a registered Vacant Building, and has multiple Vacant Building assessments
- When you called in about your Quarter 1 assessment on 1517 Van Buren, you requested UDRF on Thomas Ave
- You were charged for garbage service for half of the quarter
- The service hold should have been backdated to April 1

We will need to take 667 4th St E and 1387 Thomas Ave to a Legislative Hearing on November 13. I will enter files in for you. Your attendance is not required. As for the Quarter 1 assessment at 1517 Van Buren Ave, I will get back to you with a resolution on that situation.

Let me know if you have anything to add to this email, and we will be in touch

Thank you,

Jillian

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

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

Jillian Barden October 31, 2025 at 11:24

Internal note

PO needs 2 hearings and possible 3rd if we can remove the levied assessmetn

Jillian Barden November 5, 2025 at 12:30

Hi Ronald

We are going to also take 1517 Van Buren Ave to the legislative hearing on November 13 as well as 667 4th and 1387 Thomas. I cannot promise or guarantee the outcome, but I will let you know the decision Thursday afternoon or sometime Friday. I do have enough information to recommend the assessment to be removed. You are not required to attend, but if you would like to, please let me know so we can call you.

Thank you,

Jillian

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