

#1362458 1878 Roblyn Ave, 55104 - Needs Q2 Billing Adjustment

Submitted	Received via	Requester
September 5, 2025 at 3:01 PM	Inbound phone	Jan Petty <ahmawoman@gmail.com>

CCs

Melanie Harding <melanie.harding@ci.stpaul.mn.us>, Jillian Barden <jillian.barden@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Lydia Kopf

Latitude/Longitude	Location	Is this a repeat report?
-93.17961,44.95137	1878 Roblyn Ave, St. Paul, Minnesota, 55104	No

Other Telephone	Ticket Referred From	Property Type	Other Name	Do you need an interpreter?
19523808515	Direct/Personal Line	property_sud	Jan Weber	No

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

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Extra Carts	6951

Time spent last update (sec)	Billing Quarter
56	Quarter 2 (April 1 – June 30)

Phil Reilly September 5, 2025 at 3:01 PM

Internal note

Call from: +1 (952) 380-8515
Call to: +1 (651) 413-6624
Time of call: September 5, 2025 at 7:58:53 PM UTC
Answered by: Philip Reilly

Phil Reilly September 5, 2025 at 3:17 PM

Internal note

Inbound call from +1 (952) 380-8515
Call Details:

Call from: +1 (952) 380-8515
Call to: +1 (651) 413-6624
Time of call: 2025-09-05 19:58:53 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Philip Reilly
Length of phone call: 18 minutes, 19 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA8fdb0ed0397ba421a3462f304f3a377/twilio/call/recording>

Phil Reilly September 5, 2025 at 3:19 PM

Internal note

Resident claims they do not have a 64 gal cart at property, only the 35 EOW. They do mention there is a "Burquist" cart from a previous hauler, which they sometimes put out for collection. However, they claim that whenever they put their cart(s) out for collection, the hauler does not collect them. Wants "someone with authority" to help them.

Lydia Kopf September 25, 2025 at 2:23 PM

Internal note

[Melanie Harding](#) — Another old request, but can you please investigate? I would definitely say you're someone with authority on the matter of cart mysteries! Let me know if you need my assistance. Thank you!

Melanie Harding October 1, 2025 at 10:08 AM

Internal note

Our records indicate they have EOW(1) + 64(1) at the property and this is what they were billed for in Q2. As of 10/1/25, they have not paid this bill.

It's a 3-unit home, so there should actually be 3 carts there.

Melanie Harding October 2, 2025 at 3:36 PM

Internal note

Outbound call to +1 (952) 380-8515

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (952) 380-8515

Time of call: 2025-10-02 20:34:29 UTC

Called by: Melanie Harding

Length of phone call: 1 minute, 46 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA3339958c38fe25cb875b857e1d31c406/twilio/recording>

Melanie Harding October 2, 2025 at 3:36 PM

Internal note

Left VM for Jan that I have questions about her garbage cart/billing issues and that I would send an email.

Melanie Harding October 2, 2025 at 3:47 PM

Hello Jan,

I'm following up on your questions about your garbage carts and Quarter 2 (Apr-Jun) garbage bill. We show that you have 1 small, every-other-week cart and 1 medium, weekly cart at your property. This is information that came over to us from your old garbage hauler. It looks like you were billed \$171.66, which matches the cart count that we have.

1. Based on your conversation with our agent, Phil, it sounds like you actually have 1 small, every-other-week cart and an "old Berquist" cart at your property. **Is this correct?**
2. **Do you use the Berquist cart?** If so, we should get that swapped out for a City cart. If you don't use it, we should collect it.

3. Are you asking to have your Quarter 2 garbage bill adjusted to just reflect the every-other-week cart or is there another billing question you have?

Thank you, I will wait for your responses.

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Jan Petty October 2, 2025 at 5:50 PM

Melanie,

Yes, that is correct. I only have a small purple topped cart. The first time I called, I requested that my voice mail NOT be used to communicate,(which of course was the only way you have communicated) but contact by email only.

Phil said he would look at the invoice and adjust it and Lydia would call.

Neither has happened.

The Berquist cart is NOT the issue. Even when alley folks throw their dog poo bags, or whatever into the Berquist cart...None of that has ever been collected by garbage haulers.

So do you not have any supervisors or do they refuse to return calls (it's been over a month) ?

I am curious why nothing has been done, and my requests have been ignored?

JAN

Melanie Harding October 3, 2025 at 8:50 AM

Hello Jan,

We can try to handle this over email. Sometimes a phone conversation helps solve problems more efficiently. I have authority to handle cart and billing issues and have been assigned to help solve this issue with you.

1. The Berquist cart is an issue because it looks like you are being billed for it. You are being billed for 1 small, every-other-week cart and 1 medium, weekly cart. That medium cart is most likely the old Berquist cart. The hauler is not going to collect garbage from it because it isn't a City cart. It sounds like you aren't using the Berquist cart, so I am going to schedule a cart removal to get it off your hands. **Please watch for a separate email about the cart removal.**
2. It sounds like you are asking to have an invoice adjustment for Quarter 2 (Apr-Jun) to just reflect the every-other-week cart. We will go ahead and do that for you. I'll send the request over to our billing specialist

and she will email you letting you know the new amount to pay. **You should hear from her within 1 week.**

3. We will also adjust the Quarter 3 (Jul-Sep) estimated invoice that is sitting out on the Assessments website. This amount will not update right away. It will update later in October right before bills go out. I would recommend waiting to pay that bill after the amount updates online or when you get a paper bill in the mail.

Thank you, let me know if you have further questions.

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding October 3, 2025 at 8:53 AM

Internal note

PO was charged for EOW+64 but has EOW and an old Berquist cart. We are removing the Berquist cart because they don't use it. [Jillian Barden](#) **Please adjust Q2 billing to reflect just the EOW cart and let the PO know (by email only) the new amount to pay.** I am adding this to Q3 Corrections to Base File and also scheduling the cart removal.

Melanie Harding October 3, 2025 at 8:53 AM

Internal note

Creating side ticket to remove the Berquist cart.

Jan Petty October 3, 2025 at 9:03 AM

Melanie,

I have not given permission for the Berquist cart to be removed.

I will move the Berquist cart if your staff are unable to read BERQUIST and think it says St Paul.

It belongs to Berquist so it will be moved until they are able to retrieve it themselves.

I appreciate that after 3 phone calls and emails, the weekly non existent St Paul cart is finally not being charged to me.

I am still awaiting the supervisors call that Phil committed to 1 month ago. The invoice issues are not finished.

Please inform the supervisor that I can also be reached by email if she will respond.

Thanks
Jan

Melanie Harding October 3, 2025 at 9:14 AM

Jan,

We are removing old hauler carts all over the City. They are holdovers from past garbage programs and haulers are not picking them up. But it sounds like you are keeping the Berquist cart. Please make sure this cart is not used as a City garbage collection cart and is not out in your usual garbage collection area. We are no longer charging you for it, so it should not be set out as a serviceable cart.

I will pass this message along to my supervisor, who assigned this ticket to me.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

Melanie Harding October 3, 2025 at 9:15 AM

Internal note

Canceling cart removal as PO insists that she did not give us permission to remove it. I let her know it should not be used as a serviceable cart and should not be in her usual garbage collection area.

Jan Petty October 3, 2025 at 9:21 AM

Melanie,

The Berquist cart has NOT been used for garbage by me since Berquist left service.

My family who take care of my exterior housing needs will remove the cart

I would appreciate having your supervisor contact me.

Thank you
Jan

Lydia Kopf October 16, 2025 at 8:02 AM

Jan,

I understand that you wanted to speak with a supervisor. I would be happy to hop on a call between now and 9am today or sometime tomorrow 10/17 or continue to communicate via email. I apologize for the delayed reply, I am often away from my desk and have been out of the office. That is why I asked Melanie, a very capable specialist, to assist you.

The issue with your billing has been resolved. We have entered an adjustment to reflect there only being a 35gal - Every Other Week cart being collected at the property. This will be reflected on the assessments website within a week. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$171.66
- Corrected Invoice Amount: \$58.47

There is an Estimated 2025 Garbage Bill for July to September posted on the Saint Paul Assessments webpage. This bill is not final and the correction might not be corrected on the paper invoice. Any corrections will be applied once final Quarter 3 bills are published in late-October.

It seems that you have two issues that persist:

1. Since 1878 Roblyn Ave is a 3-unit property you are required to have one cart per unit at the property. I would be happy to have two additional carts scheduled for delivery. Please let me know which sizes you would like. Options and costs can be found at stpaul.gov/garbagerates
 - If either of these units are vacant, you can place them on a service hold. Details can be found at stpaul.gov/servicehold
2. You want the Berquist cart removed but do not want the City to remove it. I suggest contacting the private company directly. Here is the link to their contact page:
https://www.berquistrolloffservices.com/contact_us/

Thank you,

Lydia

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

stpaul.gov/garbage

Lydia Kopf October 16, 2025 at 8:03 AM

Internal note

Adjustment applied for Q2 and Q3. Property has three units and currently only has one cart. Waiting on PO to reply about which sizes she wants delivered.

Jan Petty October 16, 2025 at 8:37 AM

Lydia,

I can have a call for a short time this AM.

Do you want to call me(952 380 8515) or is there a specific number I should call?

Jan

Lydia Kopf October 16, 2025 at 9:01 AM

Jan,

I am hopping into a meeting now, but I can call that number at 10AM.

Lydia

Lydia Kopf October 16, 2025 at 10:32 AM

Internal note

Outbound call to +1 (952) 380-8515
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (952) 380-8515

Time of call: 2025-10-16 15:06:23 UTC

Called by: Lydia Kopf

Length of phone call: 25 minutes, 54 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA489bfe7c1c52302378bc7f9db0a5229c/twilio/recording>

Lydia Kopf October 17, 2025 at 2:58 PM

Internal note

See ticket [##1436664](#) for follow-up

Support software by Zendesk