

#1737906 817 Iglehart Ave - Q3 2025 Legislative Hearing - Cart Count

Submitted	Received via	Requester
March 30, 2026 at 12:28 PM	Mail	Jenn Morrow <jennlmorrow1@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@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?
-93.13463,44.94959	817 Iglehart Ave, #1, St. Paul, Minnesota, 55104	No

Other Telephone	Property ID Number	Billing period for Delinquent Garbage Bill Assessment
16512108099	352923430075	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
330.76	260134	11:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
PO was charged for 35(4) but reports there are 35(2) at the property	04/09/2026

Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Jenn Morrow	No

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)
July 1, 2025 - September 1, 2025

Staff Comments

The previous hauler reported four 35 gallon carts at this address during the garbage transition, but the resident states they only have two 35 gallon carts at the property. This discrepancy likely stems from a data import error during the account transfer. Staff recommends reducing assessment to \$165.38

Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Do you need an interpreter?	Project Number
04/15/2026	Yes	No	CG25Q3B5

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

What is your billing or assessment question?

Extra Charges on My Bill

What were you charged for?

Extra Carts

What is the garbage cart size at your home?

Small (35 gallons) - WEEKLY

What is the garbage cart size listed on your bill?

Small (35 gallons) - WEEKLY

Total time spent (sec)

4516

Time spent last update (sec)

3193

Intent

Billing::Wrong charge::Incorrect amount charged

Intent confidence

High

Language

English

Language confidence

High

Sentiment

Neutral

Sentiment confidence

High

Billing Quarter

Multiple Quarters

Hauler

FCC Environmental

OFS - Assessments March 30, 2026 at 12:28 PM**From:** *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>**Sent:** Friday, March 27, 2026 6:51 PM**To:** Jennifer Morrow <jennlmorrow1@gmail.com>**Subject:** RE: Garbage 35-29-23-43-0075 overbilled

OFS-Assessment Inquires are answered between 8:00AM and 4:30 PM Monday through Friday, except holidays and weekends.

Please allow up to 48 hours for a response.

Thank You

From: Jennifer Morrow <jennlmorrow1@gmail.com>**Sent:** Friday, March 27, 2026 11:48:55 PM**To:** *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>; Tim I.C.E. Morrow <tmorrow@minncle.org>**Subject:** Garbage 35-29-23-43-0075 overbilled

You don't often get email from jennlmorrow1@gmail.com. [Learn why this is important](#)

Hello,

We just discovered our Q3 and Q4 2025 residential garbage collection invoices in the junk mail pile at our rental property 817 Iglehart Ave. Property ID

35-29-23-43-0075

The assessment is 4 carts weekly.

There are only 2 carts.

Please correct the invoice at your earliest convenience and we will pay them promptly.

Thank you!

Jenn

Sent from Gmail Mobile

Megan Beuthien March 30, 2026 at 3:03 PM

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

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

Megan Beuthien March 30, 2026 at 3:04 PM

Internal note

PO claims to only have two 35gal at property, records indicate four count - PO requested refund/credit for Q3 & Q4 overcharges

Melanie Harding April 1, 2026 at 8:24 AM

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for 817 Iglehart Ave. We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Melanie Harding April 1, 2026 at 8:26 AM

Internal note

We are billing for 35(4) but PO reports 35(2) at property. Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust Q4 bill and let PO know the new amount to pay. They were also overcharged for Q3 and need a legislative hearing.

Timothy M. Morrow April 1, 2026 at 2:23 PM

Internal note

Hi Melanie,

Thank you for your response and for correcting the error. I'm following up on my wife's email below to make sure that we weren't overbilled in the months prior to Quarter 3.

Also, we have another property at 881 Dayton Avenue. I haven't received bills for that duplex, and the tenants haven't either. I recently requested that those bills be sent to my home address at 198 Kent Street. Can you send me an electronic copy of those Quarter 3 and Quarter 4 bills? I want to make sure that they are accurate.

Again, thank you for your assistance!

Tim Morrow

----- Forwarded message -----

From: **Melanie (Public Works Garbage)** <garbage@ci.stpaul.mn.us>

Date: Wed, Apr 1, 2026 at 8:24 AM

Subject: [City of Saint Paul] Re: * * * **From:** *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us> **Sent:** Friday, March 27, 2026 6:51 PM **To:** Jennifer Morrow <j...>

To: Jenn Morrow <jennlmorrow1@gmail.com>



Your request (1737906) has been updated. To add additional comments, reply to this email.

Melanie (City of Saint Paul)

Apr 1, 2026, 08:24 CDT

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for [817 Iglehart Ave](#). We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

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

Megan Beuthien (City of Saint Paul)

Mar 30, 2026, 15:03 CDT

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

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

OFS - Assessments

Mar 30, 2026, 12:28 CDT

Melanie Harding April 1, 2026 at 4:30 PM

Hi Tim,

We can only go back as far as Quarter 3 on billing. Quarter 2 was certified by City Council long ago, which means we cannot make any further adjustments. Anything before Quarter 2 would have been with your previous hauler, as we just took over the program on April 1 of last year. Jill will make an adjustment to the Quarter 4 invoice so you can pay it right away. The Quarter 3 invoice will need to go to a legislative hearing for adjustment and Jill will let you know how that process works.

As for 881 Dayton Ave, we show that you have 2 small, weekly carts at the property. Does this sound right? We also show that bills should be mailed (for both properties) to 198 Kent St, Saint Paul, MN 55102-1714. If that's a recent change, it will apply to this next bill that goes out for Quarter 1 (Jan-Mar). If you'd like to get copies of old invoices for this property, please reach out to the Assessments Office at 651-266-8858 (option 1) or ofs-assessments@stpaul.gov.

Thanks, let us know if you have further questions.

Melanie

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

Timothy M. Morrow April 2, 2026 at 9:29 AM

Internal note

Thank you, Melanie. Yes, we have 2 small weekly carts at 881 Dayton.
We appreciate your help sorting this out!
Tim and Jenn Morrow



Your request (1737906) has been updated. To add additional comments, reply to this email.

Melanie (City of Saint Paul)

Apr 1, 2026, 16:30 CDT

Hi Tim,

We can only go back as far as Quarter 3 on billing. Quarter 2 was certified by City Council long ago, which means we cannot make any further adjustments. Anything before Quarter 2 would have been with your previous hauler, as we just took over the program on April 1 of last year. Jill will make an adjustment to the Quarter 4 invoice so you can pay it right away. The Quarter 3 invoice will need to go to a legislative hearing for adjustment and Jill will let you know how that process works.

As for 881 Dayton Ave, we show that you have 2 small, weekly carts at the property. Does this sound right? We also show that bills should be mailed (for both properties) to 198 Kent St,

Saint Paul, MN 55102-1714. If that's a recent change, it will apply to this next bill that goes out for Quarter 1 (Jan-Mar). If you'd like to get copies of old invoices for this property, please reach out to the Assessments Office at 651-266-8858 (option 1) or ofs-assessments@stpaul.gov.

Thanks, let us know if you have further questions.

Melanie

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

Melanie (City of Saint Paul)

Apr 1, 2026, 08:24 CDT

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for [817 Iglehart Ave](#). We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. We can fix that for you now. I am adjusting the cart(s) in our system so future billing is accurate. I am also forwarding this issue to our billing specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

Thank you for bringing this issue to our attention. Let us know if you have further questions.

Melanie

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

Megan Beuthien (City of Saint Paul)

Mar 30, 2026, 15:03 CDT

Hello Jenn,

Thank you for notifying us that there is a discrepancy in the size or quantity of containers for which you were billed.

I have forwarded your question to a specialist; she will get back to you with a resolution within a week.

Thank you,

Megan

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

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

OFS - Assessments

Mar 30, 2026, 12:28 CDT

Jillian Barden April 6, 2026 at 10:53 AM

Hi Jenn

Thank you for reaching out to the city of Saint Paul about your Quarter 3 garbage bill. The time to adjust without a legislative hearing has passed, so I will have to schedule add this to the April 9 hearings.

You are not required to attend, as I have enough information to recommend a reduction, however I cannot promise or guarantee an outcome. All hearing are held via teleconference, and will be in the morning of April 9 so if you do decide to attend, please respond to this email so we can call you.

Let me know if you have any questions

Thank you,

Jillian

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

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

