

## #1321756 1796 Nevada Ave E - Q2 2025 Billing Adjustment

|                             |                     |                                             |
|-----------------------------|---------------------|---------------------------------------------|
| <b>Submitted</b>            | <b>Received via</b> | <b>Requester</b>                            |
| August 18, 2025 at 11:46 AM | Mail                | Aunyamanee Ritneatikun <letteaun@gmail.com> |

|                        |                      |             |                 |              |                 |
|------------------------|----------------------|-------------|-----------------|--------------|-----------------|
| <b>Status category</b> | <b>Ticket status</b> | <b>Type</b> | <b>Priority</b> | <b>Group</b> | <b>Assignee</b> |
| Solved                 | Solved               | Question    | Normal          | PW - Garbage | Jillian Barden  |

|                           |                                               |                                 |
|---------------------------|-----------------------------------------------|---------------------------------|
| <b>Latitude/Longitude</b> | <b>Location</b>                               | <b>Is this a repeat report?</b> |
| -93.02452,44.98547        | 1796 Nevada Ave E, St. Paul, Minnesota, 55119 | No                              |

|                             |                      |                                                                         |
|-----------------------------|----------------------|-------------------------------------------------------------------------|
| <b>Ticket Referred From</b> | <b>Property Type</b> | <b>Please select the reason you are contacting the solid waste team</b> |
| Direct/Personal Line        | property_sud         | Billing or Assessments                                                  |

|                               |                     |                                                     |
|-------------------------------|---------------------|-----------------------------------------------------|
| <b>Billing Quarter</b>        | <b>Billing Year</b> | <b>What is your billing or assessment question?</b> |
| Quarter 2 (April 1 – June 30) | 2025                | Other                                               |

|                               |                                     |                                                     |
|-------------------------------|-------------------------------------|-----------------------------------------------------|
| <b>Total time spent (sec)</b> | <b>Time spent last update (sec)</b> | <b>Intent</b>                                       |
| 1658                          | 16                                  | Misc::Unsolicited::Marketing campaign or newsletter |

|                          |                 |                            |                  |                             |
|--------------------------|-----------------|----------------------------|------------------|-----------------------------|
| <b>Intent confidence</b> | <b>Language</b> | <b>Language confidence</b> | <b>Sentiment</b> | <b>Sentiment confidence</b> |
| Low                      | English         | High                       | Neutral          | High                        |

|                            |                               |                              |                          |
|----------------------------|-------------------------------|------------------------------|--------------------------|
| <b>Adjustment Approved</b> | <b>Original Amount Billed</b> | <b>Reason for adjustment</b> | <b>New Amount Billed</b> |
| Yes                        | 113.19                        | UDRF Request Not Applied     | 0                        |

**Billing Quarter**  
Quarter 2 (April 1 – June 30)

**Permanently deleted user** August 18, 2025 at 11:46 AM

Office of Financial Services  
15 W Kellogg Blvd, 700 City Hall  
Saint Paul, MN 55102  
M: (651) 266-8858 Option 1  
[www.StPaul.gov/assessments](http://www.StPaul.gov/assessments)



**SAINT PAUL**  
**MINNESOTA**

**From:** Aun Lette <letteaun@gmail.com>  
**Sent:** Wednesday, August 13, 2025 10:32 PM

**To:** \*CI-StPaul\_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>

**Subject:** Billing Dispute – No Trash Service at 1796 Nevada Ave E

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

I'm contacting you regarding my account for the property at **1796 Nevada Ave E, Saint Paul, MN 55119**.

I have not had any trash service at this address for almost two years, yet I just receive bills for trash collection.

Please review my account, and let me know what this bill is for. Let me know if you need any information from me.

Thank you

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**Megan Beuthien** August 19, 2025 at 11:22 AM

Aun,

Thank you for contacting us regarding your account for the property at 1796 Nevada Ave E, Saint Paul, MN 55119.

We were not notified by the property owner or the previous hauler about a service hold for this occupied property. Per City Ordinance, each unit at a property (for buildings with 2-4-units) must have their own garbage cart.

Our billing specialist will review your account and investigate the charges. You can expect a response with a resolution within one week. If you are not satisfied with the outcome, you may request a legislative hearing to dispute the charges.

Please let us know if you have any additional information that may assist us with the review.

Thank you,

Megan

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City of Saint Paul  
Public Works - Solid Waste & Recycling  
[stpaul.gov/garbageandrecycling](http://stpaul.gov/garbageandrecycling)  
651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

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**Aunyananee Ritneatikun** August 19, 2025 at 11:24 AM

Thank you for the response. I'll wait patiently for the response throughout the week.

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**Jillian Barden** August 20, 2025 at 3:57 PM

Hello

Thank you for reaching out to the city of Saint Paul about your garbage bill. Waste Management informed us there is a 64 gallon cart at the property.

You said you have not had service in over two years. Why did you not have service? What have you been doing with the trash at the property?

Thank you,

Jillian

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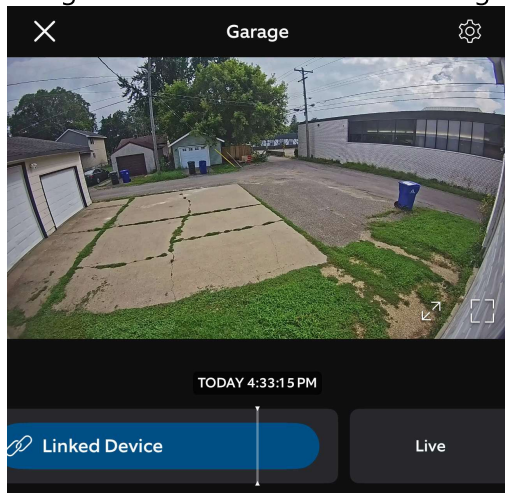
City of Saint Paul  
Public Works - Solid Waste & Recycling  
[stpaul.gov/garbageandrecycling](http://stpaul.gov/garbageandrecycling)

651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

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**Aunyamanee Ritneatikun** August 22, 2025 at 4:37 PM

This is taken outside the back of my house. The only thing we have there is the recycling. Are the recycling being charged now? The reason for not using the trash service because no one actively lived there.



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**Jillian Barden** August 25, 2025 at 10:47 AM

Hi Aun

Ok, you stated no on actively *lived* there. Does that mean someone living there now? Also, yes, recycling is being charged now, but it is part of property taxes. If you cancel recycling service you will still be charged the annual fee on property taxes.

Jillian

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**Aunyamanee Ritneatikun** August 26, 2025 at 3:59 PM

Right, no one is actively living at the address.

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**Jillian Barden** August 27, 2025 at 9:35 AM

Hi again Aun

OK, sounds good. It seems like we should place a hold on the account. We have two types of holds. A long term and a short term hold. How long do you think you will need the hold for?

Thank you,

Jillian

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City of Saint Paul  
Public Works - Solid Waste & Recycling  
[stpaul.gov/garbageandrecycling](http://stpaul.gov/garbageandrecycling)

651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

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**Aunyamanee Ritneatikun** August 29, 2025 at 12:58 PM

Let's do the long term hold. Thank you.

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**Jillian Barden** August 29, 2025 at 3:41 PM

Hello Aun,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. You will **not** receive an updated paper bill in the mail. The corrected amount can be viewed and paid at [stpaul.gov/assessments](http://stpaul.gov/assessments)

- Original Invoice Amount: \$113.19
- Corrected Invoice Amount: \$0

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

Thank you,

Jillian

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City of Saint Paul  
Public Works - Solid Waste  
651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

[stpaul.gov/garbage](http://stpaul.gov/garbage)