

#1752939 817 Iglehart Ave - Q4 2025 Billing Adjustment - Cart Count

Submitted	Received via	Requester
April 6, 2026 at 9:40 AM	Side conversation	Jenn Morrow <jennlmorrow1@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	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	Other Name	Ward	Do you need an interpreter?
16512108099	Jenn Morrow	Ward 1	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?
Extra Charges on My Bill	Extra Carts

What is the garbage cart size at your home?	What is the garbage cart size listed on your bill?
Small (35 gallons) - WEEKLY	Small (35 gallons) - WEEKLY

Total time spent (sec)	Time spent last update (sec)	Intent
340	4	Billing::Wrong charge::Incorrect amount charged

Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
High	English	High	Neutral	High

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	330.77	Incorrect Cart Count	165.38

Billing Quarter
Multiple Quarters

Jillian Barden April 6, 2026 at 9:40 AM

Adjusted bill from 4 carts to 2 carts

From: Timothy M. Morrow <tmorrow@minncle.org>

Date: Thu, Apr 2, 2026 at 9:29 am

Thank you, Melanie. Yes, we have 2 small weekly carts at 881 Dayton.

We appreciate your help sorting this out!

Tim and Jenn Morrow



SAINT PAUL
MINNESOTA

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 10:02 AM

Hello Jenn,

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. Overpaid amounts are not automatically refunded; they are applied as a credit to the next garbage invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$330.77
- Corrected Invoice Amount: \$165.38

Thank you,

Jillian

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

stpaul.gov/garbage