

# #1681305 1142 Hubbard Ave - Q4 2025 Billing Adjustment - Cart Count

|                              |                     |                                                         |
|------------------------------|---------------------|---------------------------------------------------------|
| <b>Submitted</b>             | <b>Received via</b> | <b>Requester</b>                                        |
| February 26, 2026 at 3:39 PM | Inbound phone       | Julian Rodriguez-Roost <julianrodriguezroost@gmail.com> |

## CCs

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

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

|                           |                                              |                                 |
|---------------------------|----------------------------------------------|---------------------------------|
| <b>Latitude/Longitude</b> | <b>Location</b>                              | <b>Is this a repeat report?</b> |
| -93.14835,44.96555        | 1142 Hubbard Ave, St. Paul, Minnesota, 55104 | No                              |

|                        |                        |                                    |
|------------------------|------------------------|------------------------------------|
| <b>Other Telephone</b> | <b>Other Name</b>      | <b>Do you need an interpreter?</b> |
| 16127566276            | Julian Rodriguez-Roost | No                                 |

|                                                                         |                     |
|-------------------------------------------------------------------------|---------------------|
| <b>Please select the reason you are contacting the solid waste team</b> | <b>Billing Year</b> |
| Billing or Assessments                                                  | 2025                |

|                                                     |                                   |                               |
|-----------------------------------------------------|-----------------------------------|-------------------------------|
| <b>What is your billing or assessment question?</b> | <b>What were you charged for?</b> | <b>Total time spent (sec)</b> |
| Extra Charges on My Bill                            | Extra Carts                       | 1966                          |

|                                     |                            |                               |                              |
|-------------------------------------|----------------------------|-------------------------------|------------------------------|
| <b>Time spent last update (sec)</b> | <b>Adjustment Approved</b> | <b>Original Amount Billed</b> | <b>Reason for adjustment</b> |
| 182                                 | Yes                        | 226.38                        | Incorrect Cart Count         |

|                          |                        |
|--------------------------|------------------------|
| <b>New Amount Billed</b> | <b>Billing Quarter</b> |
| 113.19                   | Multiple Quarters      |

**Phil Reilly** February 26, 2026 at 3:39 PM  
Call from: +1 (612) 756-6276  
Call to: +1 (651) 372-8578  
Time of call: February 26, 2026 at 9:37:38 PM UTC  
Answered by: Phil Reilly

Internal note

**Phil Reilly** February 26, 2026 at 3:47 PM  
Inbound call from +1 (612) 756-6276  
Call Details:  
  
Call from: +1 (612) 756-6276  
Call to: +1 (651) 372-8578  
Time of call: 2026-02-26 21:37:38 UTC  
Location: Minneapolis, Minnesota, United States  
Answered by: Phil Reilly  
Length of phone call: 9 minutes, 49 seconds

Internal note

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAe045b71c5e1a6008506bdb4d94f99ebf/twilio/call/recording>

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**Phil Reilly** February 26, 2026 at 3:48 PM

Hello Julian,

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,

Phil

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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)

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**Phil Reilly** February 26, 2026 at 3:49 PM

Internal note

Resident is being billed for two carts but says there is only one at the property.

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**Phil Reilly** February 26, 2026 at 3:55 PM

Internal note

Resident is also concerned they may have been double billed on previous quarters and would like rerunds/creaits if so.

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**Melanie Harding** February 26, 2026 at 5:13 PM

Hello Julian,

This is a follow-up to your report of an error on the Quarter 4 (Oct-Dec) Garbage Bill from the City for 1142 Hubbard Ave. We show that you have 2 medium, 64-gallon carts at the property, but it sounds like you just have 1 cart. 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 to adjust the Quarter 4 bill and let you know a new amount to pay. Please wait to pay your bill until you get a new amount. You should hear from her within 1 week. If you have already paid the bill, the overpayment will show up as a credit on your next garbage bill.

**NOTE:** If you would like to dispute the Quarter 3 (Jul-Sep) bill, you'll have to do a legislative hearing. When our billing specialist reaches out to you, she can provide information on how to do that.

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

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**Melanie Harding** February 26, 2026 at 5:18 PM

Cart swap (EOW-->64) was completed on 5/31/25 but we are billing for 64(2). Added to Q1 Correc Internal note  
[Jillian Barden](#) Please adjust Q4 bill and let PO know the new amount. She may also be interested in disputing Q3.  
I mentioned in my email to her that it would involve a legislative hearing. **NOTE:** Phil mentioned that she wants  
this handled before autopay takes money out of account on March 1.

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**Jillian Barden** February 27, 2026 at 12:27 PM

Internal note

Outbound call to +1 (612) 756-6276

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 756-6276

Time of call: 2026-02-27 18:25:16 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 39 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA56074ec3d67138bbd87059d0c398dfcc/twilio/recording>

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**Jillian Barden** February 27, 2026 at 12:28 PM

Internal note

Q2 partial billed for one 35 and two 64

Q3 billed for two 64

Q4 billed for two 64

Left VM with corrected amount

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**Jillian Barden** February 27, 2026 at 12:33 PM

Hello Julian,

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](mailto:ofs-assessments@ci.stpaul.mn.us)

The corrected amount can be viewed and paid at [stpaul.gov/assessments](http://stpaul.gov/assessments)

- Original Invoice Amount: \$226.38
- Corrected Invoice Amount: \$113.19

I also left a VM stating I will be taking the Q3 charges to a legislative hearing in May. If you wish to attend by phone or in person, please respond to this email. You are not required to attend, but I also cannot guarantee the outcome of the hearing. However, I do believe I have enough information to recommend removal.

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)

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**Julian Rodriguez-Roost** February 28, 2026 at 5:11 PM

Hello Jillian,

Thank you for doing so. To be clear, will I be issued a credit for last year's Q\$ bill? If so, is there anything I need to do for that credit to auto apply to my 2026 Q2 bill? Thank you for setting up the hearing, please let me know via email the results in May.

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**Jillian Barden** March 2, 2026 at 1:38 PM

Hi Julian

Unfortunately, we cannot issue a credit for Quarter 2 2025 because it has already been paid and the billing year has been approved by Council. If you notice an error on your account, please let us know as soon as possible moving forward, so we can correct the issue.

I will let you know the results of the Quarter 3 hearing, once it is completed. There is a hearing coming up in a few weeks (on March 19), and I will present the dispute at that hearing instead of the one in May.

Let me know if you have any other questions

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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**Julian Rodriguez-Roost** March 2, 2026 at 1:47 PM

Sorry, I was referring to last year Q4 not Q2.

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**Jillian Barden** March 3, 2026 at 10:11 AM

Hi Julian

Yes, this correction is for Quarter 4 2025. I will need to take your cart correction for Quarter 3 to a legislative hearing in a couple of weeks (March 19) to have that bill corrected.

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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