

# #1478024 1042 Reaney Ave - Q2 2025 Assessment Inquiry PULL PDFS FOR MAI

<b>Submitted</b>	<b>Received via</b>	<b>Requester</b>
November 10, 2025 at 10:47	Mail	Rob Callahan <goldenticket@gmail.com>

## CCs

Lydia Kopf <lydia.kopf@ci.stpaul.mn.us>, Garbage <garbage@stpaul.gov>

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

<b>Latitude/Longitude</b>	<b>Location</b>	<b>Is this a repeat report?</b>
-93.05663,44.96386	1042 Reaney Ave, St. Paul, Minnesota, 55106	No

<b>Property ID Number</b>	<b>Billing period for Delinquent Garbage Bill Assessment</b>
282922340061	Quarter 2 (April - June)

**Billing year for Delinquent Garbage Bill Assessment**  
2025

<b>Total amount due for Delinquent Garbage Bill Assessment</b>	<b>Assessment No.</b>	<b>Time of LH</b>
2575.06	250121	10:00

<b>Stated Reason for Appeal (if given)</b>	<b>Date of LH (MM/DD/YYYY)</b>
PO was charged for two carts but only had one at the property	11/20/2025

**Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?**  
No

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

**Garbage Invoice Dates (i.e. January 1- March 31)**  
April 1 - June 30

## Staff Comments

PO was billed for two carts but there was only one at the property. The property was also a Category 2 Vacant Building and was not cleared for occupancy until late April/early May. Staff recommends removing charge of \$137.53 for second cart, and reducing standard bill to \$75.55, billing him from May, moving forward.

<b>Legislative Hearing Required</b>	<b>Do you need an interpreter?</b>	<b>Project Number</b>	<b>Service Level</b>
Yes	No	CG25Q2B4	96 gallons (weekly)

<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 is the current garbage cart size at your home?</b>
Wrong Cart Size/Service Level	Large (96 gallons) - WEEKLY

<b>Which cart size/service level is on your bill?</b>	<b>Total time spent (sec)</b>	<b>Time spent last update (sec)</b>
Large (96 gallons) - WEEKLY	574	11

<b>Intent</b>	<b>Intent confidence</b>	<b>Language</b>	<b>Language confidence</b>
Billing::Wrong charge::Incorrect amount charged	High	English	High

<b>Sentiment</b>	<b>Sentiment confidence</b>	<b>Billing Quarter</b>	<b>Hauler</b>
Neutral	Medium	Quarter 3 (July 1 – September 30)	FCC

**Rob Callahan** November 10, 2025 at 10:47

Good Morning,

You have sent me an invoice for service at 1042 Reaney Ave, Property ID 282922340061, which includes charges for two 96 Gallon Carts.

I only have one 96 Gallon Cart.

Please reach out to me about correcting your records and crediting the extra charge.

I have also left a voicemail regarding this invoice.

Thanks for your time.

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Rob Callahan

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**Megan Beuthien** November 12, 2025 at 10:00

Hello Rob,

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

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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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