

#1828830 924 Iglehart Ave - Q1 & Q4 Billing Adjustment Inquiry - Cart Count

Submitted	Received via	Requester
May 18, 2026 at 11:29 PM	Mail	Dan Krocheski - ADZ Urban Rentals LLC <adzurbanrentalsllc@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>, Angie Zepeda <angeliquezepeda@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?	Other Telephone	Other Name	Ward
-93.13928,44.94928	924 Iglehart Ave, St. Paul, Minnesota, 55104	No	16127036093	Dan Krocheski	Ward 1

Do you need an interpreter?	Please select the reason you are contacting the solid waste team	Billing Year
No	Billing or Assessments	2025-2026

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)	Time spent last update (sec)
Extra Charges on My Bill	Extra Carts	1675	9

Intent	Intent confidence	Language	Language confidence	Sentiment	Sentiment confidence
Billing::Wrong charge::Incorrect amount charged	High	English	High	Neutral	High

Billing Quarter

Multiple Quarters

Dan Krocheski - ADZ Urban Rentals LLC May 18, 2026 at 11:29 PM

Hi,

We own 924 iglehart Avenue and after further review you have been billing us for 2 garbage carts even though we've only had 1 garbage cart since 4-1-2025. Can you please rebill us so its the correct amount of garbage carts?

Thank you.

Dan Krocheski

612-703-6093

Phil Reilly May 21, 2026 at 3:49 PM

Hello Dan,

Thank you for notifying us that there is a discrepancy in the 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

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

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

Phil Reilly May 21, 2026 at 3:50 PM

Internal note

PO reports they only have one cart at property and have since the City took over billing.

Melanie Harding May 22, 2026 at 2:15 PM

Hello Dan,

This is a follow-up to your report of a garbage billing error for 924 Iglehart Ave. It looks like this is a 2-unit property. We show 2 small, weekly carts at the property. Up until January 1, multi-unit properties were required to have 1 garbage cart per unit, so 2 carts would make sense. If there is only 1 cart at the property, we can adjust the Quarter 1 (Jan-Mar) bill and provide a new amount to pay. We might be able to go back and provide a credit to the Quarter 4 (Oct-Dec) bill, but the billing adjustment period has ended so it will take more time. I have adjusted the cart in our system so future billing is accurate. I'm also forwarding this issue to our billing specialist who can work on the billing adjustments for you. You should hear from her within 1 week.

NOTE: Since you only have 1 cart for a 2-unit property, we need to enroll the property in the new Cart Sharing Program which will allow you to share 1 cart between the 2 units moving forward. I will sign you up and send an email confirmation shortly.

Thank you,

Melanie

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

Melanie Harding May 22, 2026 at 2:16 PM

Internal note

Creating side ticket to enroll property in Cart Sharing.

Angie Zepeda May 22, 2026 at 2:20 PM

Hi Melanie,
I already submitted a cart sharing request, confirmation # 1833672, sent on May 20th.
Could you please confirm?

Thank you!

Angie Zepeda
Co-Owner of ADZ Urban Rentals

Melanie Harding May 22, 2026 at 2:22 PM

Hi Angie,

We have approved your Cart Sharing Request and I just sent a confirmation of approval. If you didn't receive that, let me know.

Thanks,

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

Melanie Harding May 22, 2026 at 2:24 PM

Internal note

We were billing for 35(2) but PO reports 35(1) at property. Enrolled them in Cart Sharing. Added to Q2 Corrections to Base. [Jillian Barden](#) Please adjust Q1 and Q4 bills and let PO know new amounts.

Dan Krocheski - ADZ Urban Rentals LLC May 22, 2026 at 3:51 PM

Hi Melanie, we're ALSO looking for a credit for quarter 2 which is 4/1/2025 to 6/30/205 AND quarter 3 which is 7/1/2025 to 9/30/2025. We've NEVER had 2 carts at our property! Thank you.

:~)

Dan

Melanie Harding May 22, 2026 at 4:20 PM

Dan,

We can only go back as far as Quarter 4 and even that one will be challenging because the adjustment period has already closed. Any prior bills have been certified by City Council. The key is to get in touch with us right away when you suspect an error. Our billing specialist, Jill, will address the billing adjustments with you. You should hear from her within 1 week.

Thank you,

Melanie

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

Dan Krocheski - ADZ Urban Rentals LLC May 24, 2026 at 11:50 AM

But Melianie we never received a bill from the City of St.Paul so how would we know how to dispute it? Can't you just give us a discount moving forward to make up for it? There must be something you can do. Getting billed for 2 cans when you only had 1 can just isn't right.

Dan

Jillian Barden May 26, 2026 at 3:27 PM

replied on separate tickets

Leg Hearing [#1840985](#)

Q1 invoice [#1810583](#)

Internal note

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