#1607004 761 HAGUE AVE, 55104 - Cart Sharing Billing

Submitted	Received via	Requester
February 4, 2026 at 10:55 AM	Voicemail	Jonelle A Ringnalda <jringnalda@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Megan Beuthien

Latitude/Longitude	Location	Is this a repeat report?	Ward
-93.13236,44.94592	761 Hague Ave, #1, St. Paul, Minnesota, 55104	No	Ward 1

License Plate: State	Please select the reason you are contacting the solid waste team	Billing Year
Minnesota	Billing or Assessments	2025

What is your billing or assessment question?	What is the garbage cart size at your home?
Wrong Cart Size/Service Level	Small (35 gallons) - WEEKLY

What is the garbage cart size listed on your bill?	Total time spent (sec)	Time spent last update (sec)
Small (35 gallons) - WEEKLY	209	23

Language	Language confidence	Billing Quarter
English	High	Quarter 4 (October 1 - December 31)

Jonelle A Ringnalda February 4, 2026 at 10:55 AM Internal note

Voicemail from +1 (651) 280-8514
Call Details:

Call from: +1 (651) 280-8514
Call to: +1 (651) 372-8578
Time of call: 2026-02-04 16:53:39 UTC
Location: Lindstrom, Minnesota, United States
Answered by: Jonelle A Ringnalda
Length of phone call: 1 minute, 55 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAe7db718b8ec854cb4f008362f366e937/twilio/voicemail/recording

system February 4, 2026 at 10:55 AM Internal note

Call transcript:

00:03 Customer This is Janelle Reynalda. My number is (651) 280-8514. I live at 761 Hague Avenue in Saint Paul. And my question about my garbage invoice is that it states I have a 35 gallon cart to be picked up to at $42.45 every other week when in fact I only have 1 picked up every other week. So, um, I need to have that changed.

0
0
: Customer If you would call me back and confirm that, I would be very happy. Thank you.
4
7

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

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Megan Beuthien February 6, 2026 at 2:57 PM

Hello Jonelle,

Thank you for reaching out regarding your recent bill. I understand how the charges could be confusing, and I'm happy to clarify.

While your request to update the service to one large cart collected weekly was noted, cart sharing was not available until January 1. Because of this, the recent bill you received reflects Q3 billing (October–December), during which the prior service configuration was still in effect. As a result, the charges for four 35-gallon carts every other week were correctly applied for that billing period.

Now that cart sharing is available as of January 1, your account has been updated accordingly. You will see the corrected service level reflected on future bills going forward.

Please let us know if you have any additional questions—we're happy to help.

Thank you,

Megan

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Megan Beuthien February 6, 2026 at 2:58 PM

Apologies for my mis-type,

While your request to update the service to **one 35 Every-Other Week** cart was noted, cart sharing was not available until January 1. Because of this, the recent bill you received reflects Q3 billing (October–December), during which the prior service configuration was still in effect. As a result, the charges for **TWO** 35-gallon carts every other week were correctly applied for that billing period.

Thank you,

Megan

City of Saint Paul
Public Works - Solid Waste & Recycling

stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Jonelle A Ringnalda February 6, 2026 at 10:08 PM

Thank you, Megan. Please note that we only put out 1 small bin every other week. I'm happy to return the second bin that I haven't used for over a year. Shall I look for a new bill in the mail? Or can you email me what the new charge is?

Jonelle

Jonelle A Ringnalda February 6, 2026 at 10:10 PM

I re-read your email. Sorry. Thanks for clarifying the invoice.
Jonelle

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