#1958356 1206 Minnehaha Ave E - Q2 2026 Billing Adjustment - Cart Count

Submitted	Received via	Requester
August 4, 2026 at 11:48 AM	Inbound phone	David Vo <davidvo1990@gmail.com>

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

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.04971,44.96291	1206 Minnehaha Ave E, Saint Paul, Minnesota, 55106	No

Other Telephone	Other Name	Do you need an interpreter?
16128600686	David Vo	No

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2026

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 listed on your bill?	Total time spent (sec)	Time spent last update (sec)
Medium (64 gallons) - WEEKLY	3168	441

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	359.40	Incorrect Cart Count	119.80

Billing Quarter
Multiple Quarters

Phil Reilly August 4, 2026 at 11:48 AM — Internal note

Call from: +1 (612) 860-0686
Call to: +1 (651) 372-8578
Time of call: August 4, 2026 at 4:46:58 PM UTC
Answered by: Phil Reilly

Phil Reilly August 4, 2026 at 11:54 AM — Internal note

Inbound call from +1 (612) 860-0686
Call Details:

Call from: +1 (612) 860-0686
Call to: +1 (651) 372-8578
Time of call: 2026-08-04 16:46:58 UTC

Location: Minneapolis, Minnesota, United States
Answered by: Phil Reilly
Length of phone call: 7 minutes, 45 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA155b1b8f45e7e26b51675bb5eef058c9/twilio/call/recording

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Phil Reilly August 4, 2026 at 11:56 AM

Hello David,

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 August 4, 2026 at 11:56 AM Internal note

PO was charged for three 64-gal trash carts in Q1 and Q2. Says they only have one.

Melanie Harding August 5, 2026 at 1:20 PM

Hi David,

This is a follow-up to your report of an error on the Quarter 1 (Jan-Mar) and Quarter 2 (Apr-Jun) Garbage Bills from the City for 1206 Minnehaha Ave E. Our records show that you have 3 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 staff to make the requested adjustments for you. You should hear back from them within 1 week to explain how the billing adjustment process works.

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

Melanie Harding August 5, 2026 at 1:25 PM Internal note

We are billing for 64(3) but PO reports 64(1) at property and would like a correction for Q1 and Q2. Added to Q3 Corrections to Base. Jillian Barden Please adjust Q2 bill and let PO know the new amount to pay. Please investigate a billing correction for Q1.

Jillian Barden August 12, 2026 at 10:18 AM

Internal note

Q2 2025:
No cart at property. PO requested 64 to be delivered in late May, stating cart has been missing since purchasing home. Q2 2025 invoice showed 2 - 35 gal carts and 3 - 64 gal carts but the charge for the Quarter was $82.69. It should have been prorated to $35.13 for one month at $113.19

Q3 2025:
PO was billed for 3 - 64 carts and 2 bags - Invoice is 350.58

Q4 2025:
PO was billed for 3 - 64 carts and 5 bags - Invoice is $367.12

Q1 2026:
PO was billed for 3 - 64 carts - Invoice is $339.57

Q2 2026:
PO was billed for 3 - 64 carts - Invoice is $359.40

Sent bag inquiry

Jillian Barden August 14, 2026 at 11:58 AM

Hello David,

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. If you have already paid the original invoice amount in full, the overpayment is applied as a credit on your next 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: $359.40
- Corrected Invoice Amount: $119.80

Thank you,

Jillian

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

stpaul.gov/garbage

Jillian Barden August 14, 2026 at 12:02 PM

Internal note

put $0 down for the Q2 2026 invoice, so wiping the bill completely right now. need to figure out math on the rest of the quarters still

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Jillian Barden August 21, 2026 at 1:10 PM

Internal note

Bags belong to PO, but there is a pic missing from DEc 4, removing 3 bags

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