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

Submitted	Received via	Requester
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>

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

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

Property ID Number

282922340061

Billing period for Delinquent Garbage Bill Assessment

Quarter 2 (April - June)

Billing year for Delinquent Garbage Bill Assessment

2025

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

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)
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.

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

Please select the reason you are contacting the solid waste team	Billing Year
Billing or Assessments	2025

What is your billing or assessment question?	What is the current garbage cart size at your home?
Wrong Cart Size/Service Level	Large (96 gallons) - WEEKLY

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

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

Sentiment	Sentiment confidence	Billing Quarter	Hauler
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.

--
Rob Callahan

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

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

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

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