

#1761070 877 Albemarle St - Q1 2026 Billing Adjustment - Cart Size

Submitted Received via Requester
April 9, 2026 at 2:55 PM Closed ticket Rachael Stewart <bookbird@yahoo.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
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.10703,44.96765	877 Albemarle St, St. Paul, Minnesota, 55117	No

Other Telephone	Other Name	Ward	Do you need an interpreter?	Cart Request Type
18325886188	Rachael Stewart	Ward 1	No	Other Cart Issue

Is this request about recycling, garbage, or both?	MCS Recycling Topics
Recycling only	Cart Request: missing, damaged, size change, extra cart

Please select the reason you are contacting the solid waste team	Billing Year
complete Billing or Assessments	2025-2026

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

What is the garbage cart size listed on your bill?	Total time spent (sec)	Time spent last update (sec)
Medium (64 gallons) - WEEKLY	3129	407

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	113.19	Incorrect Cart Size	58.47

Billing Quarter
Multiple Quarters

Melanie Harding April 9, 2026 at 2:55 PM

Internal note

See ticket [#1735105](#). We replaced garbage cart because it fell into the truck. We show they had a 64-gal cart but it was replaced with an EOW cart. Contacting PO to see if they wanted that cart size change.

Melanie Harding April 10, 2026 at 7:47 AM

Hi Rachael,

I see that our garbage cart crew recently replaced your garbage cart at 877 Albemarle St because the old one accidentally fell into the truck on collection day. I'm showing you had a medium, 64-gallon, weekly cart before that, but it looks like they replaced it with a small, 35-gallon, every-other-week cart (purple lid). **What size cart do you usually have at your property and what size do you want?** I just want to make sure you have what you need and you're being billed correctly for the cart size. Right now, you're being billed for a medium, 64-gal cart.

Thanks for your help with this.

Melanie

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

Melanie Harding April 30, 2026 at 9:41 AM

Internal note

Outbound call to +1 (832) 588-6188

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (832) 588-6188

Time of call: 2026-04-30 14:33:07 UTC

Called by: Melanie Harding

Length of phone call: 8 minutes, 23 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9b351cc64a7b1a45073767a7e13c2cd9/twilio/recording>

Melanie Harding April 30, 2026 at 9:51 AM

Internal note

Spoke with Rachel by phone. She has 2 carts - EOW and a larger 64 or 96, which she is not using. We are showing just 64 at property. She wants to keep using the EOW. Added to Q2 Corrections to Base to show EOW only. [Jillian Barden](#) Please adjust Q4 and Q1 bills to reflect EOW only and let the PO know the new amount to pay.

Creating side ticket to schedule cart removal (64).

Melanie Harding April 30, 2026 at 10:01 AM

Hello Rachael,

Thanks for your time this morning to sort out your garbage cart issue. Here is a summary of what we discussed:

CART REMOVAL: We will remove your larger cart either on Friday, May 1 or Friday, May 8. Please make sure this cart is out near your garbage collection area by 6 a.m. on these days so our cart crew can easily locate it when they arrive. (This is a different crew than your garbage collection.)

CURRENT CART: You currently have a small, 35-gal cart with a purple lid. This is an every-other-week cart. I'm attaching a calendar here with this email that shows the collection weeks for this service.

BILLING CORRECTIONS: We will make an adjustment to your Quarter 4 (Oct-Dec) and Quarter 1 (Jan-Mar) bills to reflect the small, every-other-week cart at your property. Please wait to pay these bills if you can. Our billing specialist will reach out and let you know the new amount to pay.

Thank you, again. Let us know if you have any questions.

Melanie

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

Jillian Barden May 1, 2026 at 9:04 AM

Internal note

All API tickets, and other cart jobs, and resident inquiries are located on an inactive PID 252923410155

Jillian Barden May 7, 2026 at 9:51 AM

Hello Rachael,

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. Overpaid amounts are not automatically refunded; they are applied as a credit to the next garbage 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: \$113.19
- Corrected Invoice Amount: \$58.47

Thank you,

Jillian

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

stpaul.gov/garbage