

#1860884 1397 Hewitt Ave - Q1 2026 Billing Adjustment - Cart Size

Submitted June 4, 2026 at 3:20 PM
Received via Side conversation
Requester Mary C Gallagher <gallaghermc@aim.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?
-93.15943,44.96671	1397 Hewitt Ave, Apartment 1-2, St. Paul, Minnesota, 55104	No

Other Telephone	Property Type	Other Name	Ward	Cart Sharing Type
16512855893	Multi-Family (2-4 units)	Mary C Gallagher	Ward 4	New Cart Sharing Application

Cart Sharing understand and agree to the requirements	Do you need an interpreter?
Yes	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 is the garbage cart size at your home?
Wrong Cart Size/Service Level	Small (35 gallons) - EVERY OTHER WEEK

What is the garbage cart size listed on your bill?	Property owner or tenant?	Total time spent (sec)
Small (35 gallons) - WEEKLY	Property owner	310

Time spent last update (sec)	Adjustment Approved	Original Amount Billed	Reason for adjustment
166	Yes	165.38	Incorrect Cart Size

New Amount Billed	Billing Quarter	Cart Sharing - Approval Status
141.16	Quarter 1 (January 1 – March 31)	Approved

How many residential dwelling units are at the property?
2

How many total garbage carts would you like at your property?	Cart Size 1
1	Small (35 gallons) - WEEKLY

Melanie Harding June 4, 2026 at 3:20 PM

Cart swap (35-->EOW) completed on 9/26. We have been billing for 35(2) instead of EOW-35.

Melanie Harding June 4, 2026 at 3:22 PM

Internal note

PO has 35-EOW at property due to cart swap on 9/26, but we have been billing for 35(2). Added to Q2 Corrections to Base. [Jillian Barden](#) Please adjust Q1 and Q4 bills and let the PO know this has happened.

Cart removal (EOW) scheduled for 6/12. Enrolled in Cart Sharing.

Jillian Barden June 9, 2026 at 1:03 PM

Hello Mary,

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: \$165.38
- Corrected Invoice Amount: \$141.16

Thank you,

Jillian

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

stpaul.gov/garbage

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