



SAINT PAUL
MINNESOTA

Your request (1737906) has been updated. To add additional comments, reply to this email.

Melanie (City of Saint Paul)

Apr 1, 2026, 16:30 CDT

Hi Tim,

We can only go back as far as Quarter 3 on billing. Quarter 2 was certified by City Council long ago, which means we cannot make any further adjustments. Anything before Quarter 2 would have been with your previous hauler, as we just took over the program on April 1 of last year. Jill will make an adjustment to the Quarter 4 invoice so you can pay it right away. The Quarter 3 invoice will need to go to a legislative hearing for adjustment and Jill will let you know how that process works.

As for 881 Dayton Ave, we show that you have 2 small, weekly carts at the property. Does this sound right? We also show that bills should be mailed (for both properties) to 198 Kent St, Saint Paul, MN 55102-1714. If that's a recent change, it will apply to this next bill that goes out for Quarter 1 (Jan-Mar). If you'd like to get copies of old invoices for this property, please reach out to the Assessments Office at 651-266-8858 (option 1) or ofs-assessments@stpaul.gov.

Thanks, let us know if you have further questions.

Melanie

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

Melanie (City of Saint Paul)

Apr 1, 2026, 08:24 CDT

This is a follow-up to your report of an error on the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) garbage bills from the City for [817 Iglehart Ave](#). We show that you have 4 small, 35-gallon carts at the property, but it sounds like you just have 2 carts. 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 specialist, Jillian. She can adjust the Quarter 4 bill but Quarter 3 will have to go through a legislative hearing to adjust. Please wait to pay your bills until you hear from Jillian about how to move forward. You should hear from her within 1 week.

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

Megan Beuthien (City of Saint Paul)

Mar 30, 2026, 15:03 CDT

Hello Jenn,

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

OFS - Assessments

Mar 30, 2026, 12:28 CDT

Jillian Barden April 6, 2026 at 10:02 AM

Hello Jenn,

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: \$330.77
- Corrected Invoice Amount: \$165.38

Thank you,

Jillian

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

stpaul.gov/garbage