

#1662611 930 Laurel Ave - Q3 & Q4 2025 Billing Adjustments - Cart Count

Submitted	Received via	Requester
February 17, 2026 at 4:03 PM	Inbound phone	Harini Mody <modyhp98@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
Solved	Solved	Question	Normal	PW - Garbage	Melanie Harding

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.13957,44.9448	930 Laurel Ave, St. Paul, Minnesota, 55104	No	18042447467

Other Name	Do you need an interpreter?
Harini Mody	No

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 were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Extra Carts	1301

Time spent last update (sec)	Adjustment Approved	Original Amount Billed	Reason for adjustment
14	Yes	992.30	Incorrect Cart Count

New Amount Billed	Billing Quarter
496.15	Multiple Quarters

Phil Reilly February 17, 2026 at 4:03 PM
Call from: +1 (804) 244-7467
Call to: +1 (651) 372-8578
Time of call: February 17, 2026 at 10:03:01 PM UTC
Answered by: Phil Reilly

Internal note

Phil Reilly February 17, 2026 at 4:08 PM
Inbound call from +1 (804) 244-7467
Call Details:

Call from: +1 (804) 244-7467
Call to: +1 (651) 372-8578
Time of call: 2026-02-17 22:03:01 UTC
Location: Mechanicsville, Virginia, United States
Answered by: Phil Reilly
Length of phone call: 5 minutes, 17 seconds

Internal note

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA36e6c7c494bbb1da28377aff6488a0b5/twilio/call/recording>

Phil Reilly February 17, 2026 at 4:08 PM

Hello Harini,

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 February 17, 2026 at 4:09 PM

Internal note

PO is being billed for six trash 35 but says they only have three. Would like credits on past bills too; they did not notice until Q4.

Melanie Harding February 20, 2026 at 8:53 AM

Hello Harini,

This is a follow-up to your report of an error on the Garbage Bill from the City for 930 Laurel Ave. We show that you've had 6 small, 35-gallon carts at the property, but it sounds like you've actually had 3 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 to adjust the Quarter 3 (Jul-Sep) and Quarter 4 (Oct-Dec) bills. You should hear from her within 1 week. If you have already paid the bill, the overpayment will show up as a credit on your next garbage bill.

NOTE: I also see that the property has been approved for cart sharing and you are exchanging the 3 small carts for 2 medium carts. This means your next bill for Quarter 1 will be prorated between those 2 cart sizes.

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 February 20, 2026 at 8:56 AM

Internal note

We are billing for 35(6) but property has 35(3). Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust Q3 & Q4 bills to reflect 3 carts instead of 6 and let PO know the new amounts.

NOTE: Cart sharing approved. Cart swap 35(3)-->64(2) scheduled for 2/26.

Jillian Barden February 20, 2026 at 4:21 PM

Hello Harini,

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

Q3 2025

- Original Invoice Amount: \$496.15
- Corrected Invoice Amount: \$248.07

Q4 2025

- Original Invoice Amount: \$496.15
- Corrected Invoice Amount: \$248.07

Thank you,

Jillian

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

stpaul.gov/garbage

Harini Mody February 20, 2026 at 6:48 PM

Hi Jillian,

Credit is fine by us, thank you!

Quarter 2 of 2025 had the same error. Could you correct that payment as well?

Also, I cannot find the paper copy of quarter 1 bill. Is it possible for you to check on that payment?

Really appreciate the quick response thank you.

Harini Mody

She | Her | Hers

Melanie Harding February 21, 2026 at 11:03 AM

Hello Harini,

We are only able to go back as far as Quarter 3 on billing adjustments. Quarter 2 has already been certified by City Council so no changes allowed. Quarter 1 was with your old garbage hauler so we don't have access to any of that billing information.

Thank you,

Melanie

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

Harini Mody February 21, 2026 at 11:47 AM

Hi Melanie,

Good to know.

How do I get a refund for Quarter 2 in that case? Attached is the bill for reference.

Thanks,

Harini Mody

Melanie Harding February 21, 2026 at 11:54 AM

Harini,

There is only a certain period of time you have to dispute an Assessment (garbage bill). The deadline for disputing Quarter 2 passed some time ago. We can only offer you refunds/credits for Quarter 3 and 4.

Melanie

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