

#1681305 1142 Hubbard Ave - Q4 2025 Billing Adjustment - Cart Count

Submitted February 26, 2026 at 3:39 PM
Received via Inbound phone
Requester Julian Rodriguez-Roost <julianrodriguezroost@gmail.com>

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>

Status category	Ticket status	Type	Group	Assignee
Solved	Solved	Question	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.14835,44.96555	1142 Hubbard Ave, St. Paul, Minnesota, 55104	No

Other Telephone	Other Name	Do you need an interpreter?
16127566276	Julian Rodriguez-Roost	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	1966

Time spent last update (sec)	Adjustment Approved	Original Amount Billed	Reason for adjustment
182	Yes	226.38	Incorrect Cart Count

New Amount Billed	Billing Quarter
113.19	Multiple Quarters

Phil Reilly February 26, 2026 at 3:39 PM

Internal note

Call from: +1 (612) 756-6276
Call to: +1 (651) 372-8578
Time of call: February 26, 2026 at 9:37:38 PM UTC
Answered by: Phil Reilly

Phil Reilly February 26, 2026 at 3:47 PM

Internal note

Inbound call from +1 (612) 756-6276
Call Details:

Call from: +1 (612) 756-6276
Call to: +1 (651) 372-8578
Time of call: 2026-02-26 21:37:38 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Phil Reilly
Length of phone call: 9 minutes, 49 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAe045b71c5e1a6008506bdb4d94f99ebf/twilio/call/recording>

Phil Reilly February 26, 2026 at 3:48 PM

Hello Julian,

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,

Phil

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

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

Phil Reilly February 26, 2026 at 3:49 PM

Internal note

Resident is being billed for two carts but says there is only one at the property.

Phil Reilly February 26, 2026 at 3:55 PM

Internal note

Resident is also concerned they may have been double billed on previous quarters and would like rerunas/creaits if so.

Melanie Harding February 26, 2026 at 5:13 PM

Hello Julian,

This is a follow-up to your report of an error on the Quarter 4 (Oct-Dec) Garbage Bill from the City for 1142 Hubbard Ave. We show that you have 2 medium, 64-gallon carts at the property, but it sounds like you just have 1 cart. 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 4 bill and let you know a new amount to pay. Please wait to pay your bill until you get a new amount. 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: If you would like to dispute the Quarter 3 (Jul-Sep) bill, you'll have to do a legislative hearing. When our billing specialist reaches out to you, she can provide information on how to do that.

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 26, 2026 at 5:18 PM

Cart swap (EOW-->64) was completed on 5/31/25 but we are billing for 64(2). Added to Q1 Correc Internal note
[Jillian Barden](#) Please adjust Q4 bill and let PO know the new amount. She may also be interested in disputing Q3. I mentioned in my email to her that it would involve a legislative hearing. **NOTE:** Phil mentioned that she wants this handled before autopay takes money out of account on March 1.

Jillian Barden February 27, 2026 at 12:27 PM

Internal note

Outbound call to +1 (612) 756-6276
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 756-6276

Time of call: 2026-02-27 18:25:16 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 39 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA56074ec3d67138bbd87059d0c398dfcc/twilio/recording>

Jillian Barden February 27, 2026 at 12:28 PM

Internal note

Q2 partial billed for one 35 and two 64

Q3 billed for two 64

Q4 billed for two 64

Left VM with corrected amount

Jillian Barden February 27, 2026 at 12:33 PM

Hello Julian,

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: \$226.38
- Corrected Invoice Amount: \$113.19

I also left a VM stating I will be taking the Q3 charges to a legislative hearing in May. If you wish to attend by phone or in person, please respond to this email. You are not required to attend, but I also cannot guarantee the outcome of the hearing. However, I do believe I have enough information to recommend removal.

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste

651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

Julian Rodriguez-Roost February 28, 2026 at 5:11 PM

Hello Jillian,

Thank you for doing so. To be clear, will I be issued a credit for last year's Q\$ bill? If so, is there anything I need to do for that credit to auto apply to my 2026 Q2 bill? Thank you for setting up the hearing, please let me know via email the results in May.

Jillian Barden March 2, 2026 at 1:38 PM

Hi Julian

Unfortunately, we cannot issue a credit for Quarter 2 2025 because it has already been paid and the billing year has been approved by Council. If you notice an error on your account, please let us know as soon as possible moving forward, so we can correct the issue.

I will let you know the results of the Quarter 3 hearing, once it is completed. There is a hearing coming up in a few weeks (on March 19), and I will present the dispute at that hearing instead of the one in May.

Let me know if you have any other questions

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Julian Rodriguez-Roost March 2, 2026 at 1:47 PM

Sorry, I was referring to last year Q4 not Q2.

Jillian Barden March 3, 2026 at 10:11 AM

Hi Julian

Yes, this correction is for Quarter 4 2025. I will need to take your cart correction for Quarter 3 to a legislative hearing in a couple of weeks (March 19) to have that bill corrected.

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling.

651-266-6101 | garbage@ci.stpaul.mn.us

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