



Which service was missed?	Total time spent (sec)	Time spent last update (sec)	Billing Quarter	Hauler
Garbage	9336	155	Quarter 4 (October 1 - December 31)	FCC Environmental

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**Megan Beuthien** April 6, 2026 at 9:36 AM

Credit Request - no collection since Sept 2025

From: Megan Beuthien (City of Saint Paul) <support@saintpaul.zendesk.com>

Date: Mon, Apr 6, 2026 at 9:28 am

Spoke to PO regarding no collection since September 2025, confirmed collection days and service location.

Sending ticket to billing manager for potential credit of no service since 9/2025.

Sending ticket to cart specialist as PO states there is only one 35 gallon at property - add cart sharing ticket as well. Please remove 64 gal from records.

Creating zuper jobs for haulers to confirm collection will occur moving forward - emailed greg for STP routes & created 'make sure' job for eureka

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**Megan Beuthien** April 6, 2026 at 9:38 AM

Hello House of Conversion,

Thank you for notifying us about a potential discrepancy in your garbage bills (No service since Sept 2025).

I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Megan

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City of Saint Paul

Public Works - Solid Waste

651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us) | [stpaul.gov/garbage](http://stpaul.gov/garbage)

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**Jillian Barden** April 10, 2026 at 10:14 AM

Internal note

[#1752819](#) has side convo with GB, regarding service issues. Informed PO we cannot credit for MPUs if we are unaware of the issues. I told PO we sent MPU report to Eureka instead fo FCC for week of 4/7/2026, and didn't realize there was a side convo to GB for MPUs that had his response in it. Declined extra bags being waived, and willing to dispute credit for one week.

PO reports there is one small 35 gal cart at the property

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Jillian Barden April 20, 2026 at 10:37 AM

Internal note

Cart Supervisor emailed back, here are his notes:

*"There is a 30 trash on the side driveway.*

*The other one in the photo by the brown garage is 704 Stryker's cart.*

*And a larger cart out front.*

*This account used to put both on the side street."*



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Jillian Barden April 20, 2026 at 11:14 AM

Hi Dana

I just called both phone numbers associated with this account and was unable to reach you. We are unable to adjust the Quarter 4 bill because the Cart Crew stopped by your home on April 10 and show two carts at your property. We are also unable to recommend a reduction for the Quarter 3 bill. Because we cannot recommend a reduction for the Quarter 3 bill, did you still want to proceed with a Legislative hearing? You do have the right to request a hearing, however if you are contesting, we would need to call you so you can state your reason. The next hearing is tomorrow, at 1:00 pm. I am not going to add you to the schedule. If you wish to contest we can add you on the May 14 schedule (morning hearings). Please reply to this email if

you wish to proceed.

Here are the notes and photos from the Crew Supervisor.

*"There is a 30 trash on the side driveway.*

*The other one in the photo by the brown garage is 704 Stryker's cart.*

*And a larger cart out front.*

*This account used to put both on the side street."*



Thank you,

Jillian

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City of Saint Paul  
Public Works - Solid Waste & Recycling  
[stpaul.gov/garbageandrecycling](http://stpaul.gov/garbageandrecycling)

651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

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**Jillian Barden** April 20, 2026 at 11:14 AM

Internal note

Left message stating there are two carts at the property and we are unable to remove the charges. If she calls back in, please transfer to me.

Did not enter hearing yet, as I want to confirm with her before entering since I cannot recommend reduction

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**Dana Nekambuza** April 20, 2026 at 11:58 AM

Sorry that is not my property. I have the recycle and trash that is on the side of the grey house. The picture on the side street is my neighbor trash, so yes I want a hearing.

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**Dana Nekambuza** April 20, 2026 at 12:28 PM

Also per th photos you can saying I have to trash can and to recycle cans?

Get [Outlook for iOS](#)

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**Jillian Barden** April 20, 2026 at 1:51 PM

Internal note

Outbound call to +1 (763) 722-0427  
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (763) 722-0427

Time of call: 2026-04-20 18:46:24 UTC

Called by: Jillian Barden

Length of phone call: 4 minutes, 39 seconds

Listen to the recording: <https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA47e3a84315d211634b132e7da23a1d48/twilio/recording>

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**Jillian Barden** April 20, 2026 at 1:53 PM

Internal note

need to get some service photos from Eureka. PO is stating she now owns the medium cart instead of the small, and was unaware of the ordinance or having two carts required for a duplex. Wants to dispute at a hearing

Also asked if we keep track of serial numbers on carts

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