

# PARKING METER PAYMENT REFUND REQUEST

The City of Saint Paul Department of Public Works accepts refund requests only from those who believe they were overcharged or required to pay in excess of the meter fee due to a meter malfunction.

## TO REQUEST A REFUND:

1. Read the Department's policy on parking meter payment refunds to see if you qualify to receive a refund.
2. If you believe you qualify for a refund, fill out the attached form in its entirety. Refunds will not be issued if the request form is incomplete or illegible.
3. Sign the form and send it to the Department's Parking Meter Shop, along with any supporting documentation (e.g. receipts, bank or credit card statements):

### VIA US MAIL

**Meter Shop**  
**ATTN: Meter Refund**  
**899 Dale Street North**  
**Saint Paul, Minnesota 55103**

### VIA E-MAIL

[ParkingMeterRefunds@ci.stpaul.mn.us](mailto:ParkingMeterRefunds@ci.stpaul.mn.us)

Please use the following subject line:

*Your Last Name, Your First Name – Meter Refund*

4. A notice of approval or denial of your refund request will be sent to you within 2-3 weeks via US Mail or E-mail.

**For questions about parking citations, contact the Parking Enforcement Unit of the Saint Paul Police Department at 651.266.5585 and/or the Traffic Violations Bureau of the Ramsey County District Court at 1.800.657.3611.**

## CITY OF SAINT PAUL PARKING METER PAYMENT REFUND POLICY

The Department of Public Works reserves the right to deny any refund request. A request not related to a meter malfunction or programming error will be denied. Refunds will only be processed on the 1<sup>st</sup> and 15<sup>th</sup> of every month.

- All refund requests must be made in writing by completing and signing the Refund Request form on the following page.
- Refund request forms for cash transactions must be received within five business days of the transaction.
- Refund request forms for all other payment methods must be received within forty-five days of the transaction.
- Any meter related problems must be reported to the Meter Shop by calling 651-266-9776 within one business day of the transaction, except in cases where there is no *visible malfunction* or other error. If the problem is not reported, no refund will be issued.
- Refunds for payments made at a meter using a credit card or using Passport MobilePay will be credited to the account used in the transaction(s) described on the form.
- Refunds for payments made using a City of Saint Paul Parking Card can be refunded to your card in person at 899 Dale Street North.
- Cash refunds will be made in the form of a check.

# PARKING METER PAYMENT REFUND REQUEST

## REFUND REQUEST INFORMATION

### YOUR INFORMATION

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### TRANSACTION INFORMATION

Space Number: \_\_\_\_\_

Station Number (if used): \_\_\_\_\_

Date of Payment: \_\_\_\_\_

Time of Payment: \_\_\_\_\_

Refund Request Amount: \$ \_\_\_\_\_

### HOW DID YOU PAY? (CHECK ONE & FILL IN THE REQUESTED INFORMATION)

**With cash/coins or a City of Saint Paul Parking Card** *(please circle which one)*



**With a credit/debit card at the meter**

What are the last four digits of the credit card you used? \_\_\_\_\_



**Using Passport MobilePay**

What is your Passport ID? \_\_\_\_\_

Your Passport ID can be found under Settings>Profile in the menu on your Passport app or at ppprk.com



### REASON YOU ARE REQUESTING A REFUND

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Printed Name

Signature

Date

### RETURN THIS FORM VIA

#### US MAIL

**Meter Shop**  
**ATTN: Meter Refund**  
**899 Dale Street North**  
**Saint Paul, Minnesota 55103**

#### E-MAIL

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