

#1817498 1164 Edgewater Blvd - Q4 2025 Legislative Hearing Needed - Trash Bags

Submitted	Received via	Requester
May 12, 2026 at 4:22 PM	Inbound phone	Jacina Moey <jacinamoey@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
On-hold	On-hold	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Legislative Hearing Required
-93.0072,44.97674	1164 Edgewater Blvd, St. Paul, Minnesota, 55119	No	Yes

Do you need an interpreter?	Please select the reason you are contacting the solid waste team	Billing Year
No	Billing or Assessments	2025

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)	Time spent last update (sec)
Extra Charges on My Bill	Garbage Bags	644	328

Billing Quarter

Quarter 4 (October 1 - December 31)

Phil Reilly May 12, 2026 at 4:22 PM

Call from: +1 (651) 785-3564
Call to: +1 (651) 372-8578
Time of call: May 12, 2026 at 9:21:11 PM UTC
Answered by: Phil Reilly

Internal note

Phil Reilly May 12, 2026 at 4:29 PM

Inbound call from +1 (651) 785-3564
Call Details:

Call from: +1 (651) 785-3564
Call to: +1 (651) 372-8578
Time of call: 2026-05-12 21:21:11 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Phil Reilly

Internal note

Length of phone call: 8 minutes, 47 seconds

Listen to the recording: <https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA5ebe495e8dbb961acb2f3314c33961c8/twilio/call/recording>

Phil Reilly May 12, 2026 at 4:30 PM

Hello Jacina,

Thank you for notifying us about a potential discrepancy in your garbage bill. I have forwarded your question to our billing specialist and 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 May 12, 2026 at 4:30 PM

PO is disputing extra bag charges from **2025 Q4** bill.

Internal note

Jillian Barden May 21, 2026 at 4:10 PM

Hi Jacina

Thank you for reaching out about your garbage bill. I requested photos from the hauler and have attached them to this email. The hauler determined there were only three bags total instead of eight bags, so your bill needs to be reduced. However, I cannot remove the charges without a Legislative Hearing. The hearing will be on May 28, at 9am. You are not required to attend since the hauler agreed we can reduce the extra bag fees, but I cannot promise or guarantee an outcome.

I will recommenced your Quarter 4 2025 bill to me reduced.

Original amount: \$181.61

Recommended amount: \$154.06

Let me know if you have questions

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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