

#1691057 621 California Ave E., St Paul, 55130 - Billing Inquiry - Trash Bags

Submitted	Received via	Requester			
March 4, 2026 at 3:56 PM	Web form	James Ryba <rybajames@outlook.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone
-93.0744,44.99123	621 California Ave E, St. Paul, Minnesota, 55130	12188392849

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
202922120026	Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Stated Reason for Appeal (if given)
27.55	I was over-billed for that quarter

Other Name	Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
James Ryba	Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before?	Ward
Yes	Ward 5

Legislative Hearing Required	Do you need an interpreter?	Total time spent (sec)
Yes	No	578

Time spent last update (sec)	Intent	Intent confidence
1	Billing::Wrong charge::Incorrect amount charged	High

Language	Language confidence	Sentiment	Sentiment confidence	Hauler
English	High	Negative	High	City of Saint Paul

James Ryba March 4, 2026 at 3:56 PM

I called after receiving my Q3 bill for 2025 and noticed I was over charged. I emailed Jillian Barden about the issue and she said that there was a mistake and that I only needed to pay \$113.19 for that quarter, so I paid that amount and she said she would correct the invoice. I then received a letter in January saying that I still owed \$27.55 so I called in and talked to Lydia Detweiler and forwarded the email chain I had from Jillian to her that proves I was told to only pay \$113.19. Lydia told me that she would pass it on to her boss and flag it as urgent. I now have an assessment on my property for something I had thought I had taken care of twice. I would like it resolved. I am attaching screenshots of the email chain that I have that clearly shows City of St. Paul staff telling me that the amount I paid was correct. I also attached a screenshot of when I forwarded that same chain to Lydia in January

Jillian Barden March 4, 2026 at 4:14 PM

Internal note

There is additional details in other tickets

Jillian Barden March 6, 2026 at 3:35 PM

Internal note

Outbound call to +1 (218) 839-2849

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (218) 839-2849

Time of call: 2026-03-06 21:32:00 UTC

Called by: Jillian Barden

Length of phone call: 3 minutes, 14 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CACf5a98562bd64f07908e2063d6c6b6c2/twilio/recording>

Jillian Barden March 6, 2026 at 3:37 PM

Internal note

Let PO know we made a mistake, and will bring it to hearing..

Removed bags from neighbors address instead of his, do to geocoordinated map/address lookup tool.

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