

#1867832 1231 Barclay St - Q1 2026 Billing Adjustment - Vacant Home

Submitted	Received via	Requester			
June 10, 2026 at 9:08 AM	Side conversation	Char <charnellemays@gmail.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.03825,44.97849	1231 Barclay St, St. Paul, Minnesota, 55106	No	16124720503

Other Name	Ward	Do you need an interpreter?
Char Hudson	Ward 2	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 kind of service hold did you request?
Service Hold Not Applied	Unoccupied Dwelling Registration - over 26 weeks

What was the requested start date?	Total time spent (sec)	Time spent last update (sec)
2026-01-01	103	103

Intent	Intent confidence	Language	Language confidence
Billing::Wrong charge::Incorrect amount charged	Medium	English	High

Sentiment	Sentiment confidence	Adjustment Approved	Original Amount Billed
Negative	High	Yes	137.53

Reason for adjustment	New Amount Billed	Billing Quarter
UDRF Request Not Applied	0	Quarter 1 (January 1 – March 31)

Jillian Barden June 10, 2026 at 9:08 AM
vacant home billed for service

Jillian Barden June 10, 2026 at 10:15 AM
Hello Char,

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: \$137.53
- Corrected Invoice Amount: \$0

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

Support software by Zendesk