

#1479137 621 CALIFORNIA AVE E- Q3 2025 Billing Inquiry - Extra Bags

Submitted November 10, 2025 at 3:50 PM **Received via** Voicemail **Requester** James Ryba <rybajames@outlook.com>

Status category Solved **Ticket status** Solved **Type** Question **Priority** Normal **Group** PW - Garbage **Assignee** Jillian Barden

Latitude/Longitude -93.07439,44.99132 **Location** 621 California Ave E, St. Paul, Minnesota, 55130 **Is this a repeat report?** No

Other Telephone 12188392849 **Other Name** James Ryba **Ward** Ward 5 **License Plate: State** Minnesota

Please select the reason you are contacting the solid waste team Billing or Assessments **Billing Year** 2025

What is your billing or assessment question? Billing Inquiry **Total time spent (sec)** 562 **Time spent last update (sec)** 128

Billing Quarter
Quarter 3 (July 1 – September 30)

James Ryba November 10, 2025 at 3:50 PM

Internal note

Voicemail from +1 (218) 839-2849
Call Details:

Call from: +1 (218) 839-2849
Call to: +1 (651) 413-6624
Time of call: 2025-11-10 21:46:11 UTC
Location: Brainerd, Minnesota, United States
Answered by: James Ryba
Length of phone call: 3 minutes, 48 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1277097b0356fa7dc46d570e78e5be2f/twilio/voice/mail/recording>

Transcription:

Hello, my name is James rabbit, and I currently have garbage service at 621, california avenue East in Saint paul here. And I just got my quarterly bill. And I noticed for some reason I have an extra bag fee for \$5.00 bags at \$4.00 totaling \$20.00 on my quarterly bill. And I have not put out any extra trash for that quarter starting july go into september. So I'm a little confused. Why that extra charges on there. So if you can give me a call back at 218-839-2849. To explain that to me. That'd be great. Again, my name is James rabashaw. I'm services 621 california avenue East. In Saint paul, my phone number is 218-839-2849. Thank you. Bye.

Sophia Yang November 13, 2025 at 1:24 PM

Outbound call to +1 (218) 839-2849

Internal note

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (218) 839-2849

Time of call: 2025-11-13 19:21:10 UTC

Called by: Sophia Yang

Length of phone call: 3 minutes, 7 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAddc84aa1f260527e0e8ff972f05def89/twilio/recording>

Sophia Yang November 13, 2025 at 1:24 PM

Internal note

PO was charge for 5 extra bags garbage. He doesn't have extra bags of garbage.

Jillian Barden November 20, 2025 at 12:28 PM

Hello James,

Thank you for reaching out to the city of Saint Paul about your garbage bill. I have reached out to the hauler and requested additional information and they stated the charges are correct.

Sept 11 - 2 bags

Sept 25 - 3 bags

****Please note that if the lid on the garbage cart is open six inched or more, that will result in extra bag fee(s).**

Please let us know if you have any additional questions.

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste & Recycling

651-266-6101