

#1725176 May 14: 317 Daly St - Q4 2025 Assessment Inquiry - Trash Bags

Submitted		Received via		Requester	
March 23, 2026 at 5:39 AM		Web form		ELIZABETH EIRWOOD <e.eirwood@gmail.com>	
Status category	Ticket status	Type	Priority	Group	Assignee
Pending	Pending - Future Event	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Other Telephone	Property ID Number
-93.12726,44.93178	317 Daly St, St. Paul, Minnesota, 55102	13147045449	112823110041

Billing period for Delinquent Garbage Bill Assessment	Billing year for Delinquent Garbage Bill Assessment
Quarter 4 (October - December)	2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
110.24	260142	9:00

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:
PO is disputing the extra bag charges	05/14/2026	05/28/2026

Other Name
Elizabeth Eirwood

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
No

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

Garbage Invoice Dates (i.e. January 1- March 31)
October 1, 2026-December 31, 2026

Staff Comments
This PO was incorrectly charged for nine garbage bags, and FCC agreed to reduce the count to five bags.

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	Rescheduled LH Time:
Ward 2	06/17/2026	Yes	9:00

Do you need an interpreter?	Project Number	Service Level	Total time spent (sec)
No	CG25Q4B2	35 gallons (weekly)	1443

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

Language	Language confidence	Sentiment	Sentiment confidence	Hauler
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ELIZABETH EIRWOOD March 23, 2026 at 5:39 AM

I was charged for nine additional garbage bags. Three bags were charged on 11/25/2025 and six bags on 12/2/2025. I requested photos from those dates, which public works provided. The photos show one additional bag on 11/25/2025. On 12/2/2025 the bin tipped over the in the snow. There were no additional bags. I requested my bill be amended to reflect what was shown in the photos: one additional bag on 11/25/2025. The hauler only agreed to remove charges for four bags. I have attached the photos and screenshots of the email conversation. I have not received a response to my last email from March 13.

Jillian Barden March 23, 2026 at 11:22 AM

Hi Elizabeth

Thank you for reaching out to about your garbage bill. I also process all assessment inquiries for garbage. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you wish to dispute the charges, you will need to request a legislative hearing. The Quarter 4 hearings will be in May

Let me know if you have any other questions

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

Jillian Barden March 26, 2026 at 2:21 PM

Internal note

see [#1683398](#)

Jillian Barden May 11, 2026 at 10:08 AM

Hi Elizabeth

I am entering in your legislative hearing today for Thursday, May 14. You do not need to attend in person, as we do all hearings via teleconference. We will call you around 9 am for the hearing, at the phone number you provided (314) 704-5449

Since I originally gave you one photo showing exactly how three bags were determined the correct bag count, I am also including a zoomed in photo of the second image, for your records. Please see below to see how the hauler states this image shows two bags.



Thank you,

Jillian

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