

#1883968 2195 Benson Ave - Q1 2026 Billing Adjustment - Trash Bags

Submitted	Received via	Requester			
June 18, 2026 at 2:11 PM	Inbound phone	Henry Winter <hwinteriii@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?
-93.16008,44.90562	2195 Benson Ave, St. Paul, Minnesota, 55116	No

Do you need an interpreter?	Please select the reason you are contacting the solid waste team	Billing Year
No	Billing or Assessments	2025-2026

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Garbage Bags	1375

Time spent last update (sec)	Adjustment Approved	Original Amount Billed
15	Yes	155.09

Reason for adjustment	New Amount Billed	Billing Quarter
Removing Trash Bag Charges	149.24	Multiple Quarters

Phil Reilly June 18, 2026 at 2:11 PM

Internal note

Call from: +1 (612) 541-1954
Call to: +1 (651) 372-8578
Time of call: June 18, 2026 at 7:09:16 PM UTC
Answered by: Phil Reilly

Phil Reilly June 18, 2026 at 2:26 PM

Internal note

Inbound call from +1 (612) 541-1954
Call Details:

Call from: +1 (612) 541-1954
Call to: +1 (651) 372-8578
Time of call: 2026-06-18 19:09:16 UTC
Location: Minnesota, United States
Answered by: Phil Reilly
Length of phone call: 17 minutes, 37 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA967c5c129a5a061188321ea2bfcedc11/twilio/call/recording>

Phil Reilly June 18, 2026 at 3:05 PM

Hello Henry,

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 June 18, 2026 at 3:06 PM

Internal note

PO disputes extra bag charges from 2025 Q4 and 2026 Q1.

Jillian Barden June 25, 2026 at 3:11 PM

Hello Henry,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on (INSERT DATES HERE), which resulted in the charges you see on your invoice. Extra bags are \$4.25 each, plus taxes and fees. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe there was an error, please respond to this email.

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.

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

📎 <https://saintpaul.zendesk.com/attachments/token/yvROw9KHO9A5UyhUXhSdhStYJ/?name=image.png>
📎 <https://saintpaul.zendesk.com/attachments/token/i4YxkWPwIFRz1Nt5kPaFkdH0Z/?name=image.png>

Jillian Barden June 25, 2026 at 3:28 PM

Internal note

Outbound call to +1 (612) 541-1954
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 541-1954

Time of call: 2026-06-25 20:08:56 UTC

Called by: Jillian Barden

Length of phone call: 19 minutes, 26 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAbfaf2528e4c2b91975408311ee5fd2e1/twilio/recording>

Jillian Barden June 25, 2026 at 3:38 PM

Hello Henry,

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: \$155.09
- Corrected Invoice Amount: \$149.24

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste

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

stpaul.gov/garbage