

#1707144 1240 Rice St - Q4 2025 Billing Adjustment - Trash Bags

Submitted	Received via	Requester
March 13, 2026 at 12:36 PM	Side conversation	Alexsandra Selva <selvaalexsandra@yahoo.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
-93.1057,44.9785	1240 Rice St, St. Paul, Minnesota, 55117	No	16512429403

Other Name	Ward	License Plate: State	Do you need an interpreter?
Alexsandra Selva	Ward 5	Minnesota	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 were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Garbage Bags	517

Time spent last update (sec)	Language	Language confidence	Adjustment Approved
517	English	High	Yes

Original Amount Billed	Reason for adjustment	New Amount Billed
228.90	Removing Trash Bag Charges	168.29

Billing Quarter
Quarter 4 (October 1 - December 31)

Jillian Barden March 13, 2026 at 12:36 PM
Reducing bags collected in Q4 to 10 bags

Jillian Barden March 13, 2026 at 12:45 PM
Hello Alexandra,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on Oct 17, Oct 31, Nov 7, Nov 14, which resulted in the charges you see on your invoice. Extra bags are \$4.00 each, plus taxes and fees.

After looking into your concern, the hauler agreed to remove charges for eleven bags, so I have corrected the invoice to reflect the new amount. You should see this update on the assessments website within a week. If you already paid the full bill, the overpaid amount is not automatically refunded; it is 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: \$228.90
- Corrected Invoice Amount: \$168.29

**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 review the attached photos and let us know if you have any other questions

Thank you,

Jillian

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

stpaul.gov/garbage

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