

#1480658 1665 Payne Ave - Q3 2025 Billing Adjustment - Trash Bags

Submitted	Received via	Requester
November 11, 2025 at 12:23 PM	Mail	James Ryba <rybajames@hotmail.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?
-93.07391,44.99137	1665 Payne Ave, St. Paul, Minnesota, 55130	No

Missed Collection (Recycling)	Other Name
Other	James Ryba

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

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Extra Charges on My Bill	1796	134

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

Sentiment	Sentiment confidence	Adjustment Approved	Original Amount Billed
Negative	High	Yes	129.72

Reason for adjustment	New Amount Billed	Billing Quarter
Removing Trash Bag Charges	113.19	Quarter 3 (July 1 – September 30)

James Ryba November 11, 2025 at 12:23 PM

Hello,

I received my quarter 3 bill yesterday and noticed that there was a charge for five extra bags of garbage at \$4 a piece on my bill. I know that since the city has taken over the garbage service from Gene's Disposal that I have not put out any extra bags of garbage and have been able to fit everything in the 64 gallon cart that was provided. My neighbor who lives at 620 Larpenteur does bring his cans down the alley and places them next to mine so the service truck can access them more easily, and I know they have had to put out extra bags recently. My other neighbors at 1661 Payne Ave also have extra bags of garbage frequently, but I could not state with certainty which of those two would have had extra bags out that could have been mistaken for mine. I just don't want to be charged for a service that I did not use and would appreciate if someone could reach out so we could resolve this issue.

Thank You,
James Ryba

e: rybajames@outlook.com
ph: 218-839-2849

Rose Mary Lohr November 15, 2025 at 12:45 PM

Hello James,

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,

Rose

City of Saint Paul
Public Works - Solid Waste
651-266-6101

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Jillian Barden November 20, 2025 at 12:52 PM

Hello James,

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. The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$129.72
- Corrected Invoice Amount: \$113.19

Thank you,

Jillian

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

stpaul.gov/garbage

James Ryba December 1, 2025 at 10:08 AM

The amount due for my assessment had not been changed as of this morning, so I payed what you had indicated in this response email. You had also emailed saying that my original bill was correct, so I'm unsure if what I submitted today will be correct. Please reach out to me as soon as possible to confirm that I paid the correct amount so I don't accrue any late fees.

Thank you

Jillian Barden December 1, 2025 at 12:07 PM

Hello James

The amount you need to pay for your Quarter 3 2025 invoice is \$113.19. It is taking a little longer than anticipated to have the adjustment updated on the website. Also, we do not charge late fees.

Thank you,

Jillian

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

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

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