

#1697280 1240 Rice St - Q3 2025 Legislative Hearing - Trash Bags

Submitted		Received via		Requester	
March 9, 2026 at 1:50 PM		Voicemail		Alexsandra Selva <selvaalexsandra@yahoo.com>	
Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	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

Property ID Number	Billing period for Delinquent Garbage Bill Assessment
192922330074	Quarter 3 (July - September)

Billing year for Delinquent Garbage Bill Assessment
2025

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
140.74	263131	9:00 am

Stated Reason for Appeal (if given)	Date of LH (MM/DD/YYYY)	Rescheduled LH Date:	Other Name
PO was charged for extra bags	03/09/2026	04/09/2026	Alexsandra Selva

Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?
Yes

Have you contacted the Saint Paul Garbage Team about this garbage bill before?
No

Garbage Invoice Dates (i.e. January 1- March 31)
July 1, 2025 - September 30, 2025

Staff Comments
PO was charged for five extra bags on September 6, 2025. Public Works asked the hauler to provide an image, and they could not produce one, so the hauler requested we remove the charges. Staff recommends reducing assessment to \$113.19

Ward	Date of CP (MM/DD/YYYY)	Legislative Hearing Required	License Plate: State
Ward 5	04/15/2026	Yes	Minnesota

Rescheduled LH Time:	Do you need an interpreter?	Project Number	Service Level
9:00 am	No	CG25Q3B2	64 gallons (weekly)

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)
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Time spent last update (sec)

359

Language

English

Language confidence

High

Billing Quarter

Quarter 4 (October 1 - December 31)

Hauler

FCC Environmental

Alexsandra Selva March 9, 2026 at 1:50 PM

Internal note

Voicemail from +1 (651) 242-9403

Call Details:

Call from: +1 (651) 242-9403

Call to: +1 (651) 372-8578

Time of call: 2026-03-09 18:47:20 UTC

Location: Minnesota, United States

Answered by: Alexsandra Selva

Length of phone call: 3 minutes, 16 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1039561a134e5453cf1d132514ed61d4/twilio/voice/mail/recording>**system** March 9, 2026 at 1:50 PM

Internal note

Call transcript:

0
0
: **Customer** Hi. My name is Alexandra Selva. My phone number, (651) 242-9403. If you could
0 someone return my call. I have question about my bill.
2
0
0
: **Customer** Thank you.
1
5

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Rose Mary Lohr March 10, 2026 at 1:06 PM

Internal note

Outbound call to +1 (651) 242-9403

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 242-9403

Time of call: 2026-03-10 17:59:39 UTC

Called by: Rose Mary Lohr

Length of phone call: 6 minutes, 51 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa165f59146674e93dde232518effb3ef/twilio/recording>

Rose Mary Lohr March 10, 2026 at 1:18 PM

Internal note

Alexsandra Selva located at 1240 Rice St, St. Paul, Minnesota, 55117 contacted the City RE: Billing or Assessments PO stated she paid her bill over \$300. advised her she must have paid Q3, Q4 together, plus she have extra bags charges Q4, 21 extra bags. She said she does not have extra trash. Please also look at Q3 to see if she have any extra bags. She said she have did not receive Q3, Q4 invoices. She just go pay online so she don't see what is the charges. She just pay the bill.

Jillian Barden March 13, 2026 at 12:54 PM

Internal note

Outbound call to +1 (651) 242-9403

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 242-9403

Time of call: 2026-03-13 17:51:53 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 28 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CACbae738b047db6cf9a37089e3807c370/twilio/recording>

Jillian Barden March 13, 2026 at 12:57 PM

Hello Alexsandra

I just called you and left a voicemail, and just sent you an email about adjusting your charges for your Quarter 4 bill.

The reason I called is beacuse I wanted to let you know that the hauler, FCC Environmental stated we can remove the charges on the Quarter 3 bill for the extra bags. Because the adjsutment window has passed, I have to take this to a Legislative Hearing on March 19. I belive I have everything I need to recommend reducing the Qaurter 3 bill to \$113.19, but I also cannot promise or guarentee anything. You are also not required to attend. If yo udid attend, we would call you in the morning.

Let me know if you have questions.

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste & Recycling

stpaul.gov/garbageandrecycling

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

