#1941126 1392 6th St E - Q1 2026 Legislative Hearing Request - Extra Bags

Submitted	Received via	Requester
July 23, 2026 at 11:08 AM	Web form	Alicia Eaton <alicia.sb1985@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Open	Question	Normal	PW - Garbage	Jillian Barden

Location	Other Telephone	Property ID Number
1392 6th St E	16514277644	342922220086

Billing period for Delinquent Garbage Bill Assessment
Quarter 1 (January - March)

Billing year for Delinquent Garbage Bill Assessment
2026

Total amount due for Delinquent Garbage Bill Assessment	Assessment No.	Time of LH
4.00	260155	11:00

Stated Reason for Appeal (if given)
PO states they should be charged for seven extra garbage bags instead of eight extra garbage bags

Date of LH (MM/DD/YYYY)	Rescheduled LH Date:	Other Name
08/13/2026	08/27/2026	Alicia Eaton

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?
Yes

Garbage Invoice Dates (i.e. January 1- March 31)	Ward	Date of CP (MM/DD/YYYY)
January 1, 2026-March 31, 2026	Ward 7	09/16/2026

Legislative Hearing Required	Rescheduled LH Time:	Do you need an interpreter?	Project Number
Yes	11:00	No	CG26Q1B5

Service Level	Total time spent (sec)	Time spent last update (sec)
64 gallons (weekly)	1652	2

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

Sentiment	Sentiment confidence	Hauler
Negative	Medium	FCC Environmental

Alicia Eaton July 23, 2026 at 11:08 AM

According to photos by St. Paul Garbage there are only 7 extra bags of garbage considebky. However, 8 bags were charged because the wind blew the lid open and an additional bags was charged. Disputing the extra bag because the resident doesn't have control over external environmental element of wind blowing lid open. Customer attest that lid was closed on top of garbage bag. If wind blew the lid more open doesn't justify an additional bag charge.

https://saintpaul.zendesk.com/attachments/token/ONoU9pSEsVyp6srzUJedRdZrc/?name=Screenshot_20260723_110813_Gmail.jpg
https://saintpaul.zendesk.com/attachments/token/NwzSJVDbPCCfthmmzASBjPPEx/?name=Screenshot_20260723_110822_Gmail.jpg
https://saintpaul.zendesk.com/attachments/token/xtsj2ePMKzZw4r19MSdJIN810/?name=Screenshot_20260723_110754_Gmail.jpg

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Jillian Barden July 28, 2026 at 10:28 AM

Hi Alicia

Thank you for reaching out to the city of Saint Paul about your extra bags. In order to dispute the charges, you will need to attend the legislative hearing on August 13. Hearings are teleconference. Your hearing is set for 11am, but we will probably be calling you closer to 10. If you do not answer the first time, we will wait a few minutes and try again.

We will call (651) 427-7644

Here is some additional info about extra bag fees:

1. Extra bags fees are charges when there are extra bags in or near your garbage cart.
2. Extra bag fees are applied if the lid is open 6 inches or more.
3. The charge for an extra bag is for a standard 13-gallon kitchen-sized garbage bag.
4. Construction bags count as three regular kitchen-sized bags.

Let me know if you have any additional questions

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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