

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

Submitted March 13, 2026 at 12:36 PM **Received via** Side conversation **Requester** Alexandra Selva <selvaalexandra@yahoo.com>

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

Latitude/Longitude -93.1057,44.9785 **Location** 1240 Rice St, St. Paul, Minnesota, 55117 **Is this a repeat report?** No **Other Telephone** 16512429403

Other Name Alexandra Selva **Ward** Ward 5 **License Plate: State** Minnesota **Do you need an interpreter?** No

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

What is your billing or assessment question? Extra Charges on My Bill **What were you charged for?** Garbage Bags **Total time spent (sec)** 517

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

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