

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

**Submitted** March 9, 2026 at 1:50 PM **Received via** Voicemail **Requester** Alessandra Selva <selvaalexandra@yahoo.com>

**Status category** Open **Ticket status** Open **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

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

**Billing year for Delinquent Garbage Bill Assessment**  
2025

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

**Stated Reason for Appeal (if given)** PO was charged for extra bags **Date of LH (MM/DD/YYYY)** 03/09/2026 **Rescheduled LH Date:** 04/09/2026 **Other Name** Alessandra 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** Ward 5 **Date of CP (MM/DD/YYYY)** 04/15/2026 **Legislative Hearing Required** Yes **License Plate: State** Minnesota

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

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

**What is your billing or assessment question?** **What were you charged for?** **Total time spent (sec)**

Time spent last update (sec)

Language

Language confidence

Billing Quarter

359

English

High

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 someone return my call. I have question about my bill.  
0  
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>

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**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.

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**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>

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**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 because 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 adjustment window has passed, I have to take this to a Legislative Hearing on March 19. I believe I have everything I need to recommend reducing the Quarter 3 bill to \$113.19, but I also cannot promise or guarantee anything. You are also not required to attend. If you did attend, we would call you in the morning.

Let me know if you have questions.

Thank you,

Jillian

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City of Saint Paul

Public Works - Solid Waste & Recycling

[stpaul.gov/garbageandrecycling](http://stpaul.gov/garbageandrecycling)

651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

