

#1867832 1231 Barclay St - Q1 2026 Billing Adjustment - Vacant Home

Submitted June 10, 2026 at 9:08 AM
Received via Side conversation
Requester Char <charnellemays@gmail.com>

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

Latitude/Longitude -93.03825,44.97849
Location 1231 Barclay St, St. Paul, Minnesota, 55106
Is this a repeat report? No
Other Telephone 16124720503

Other Name Char Hudson
Ward Ward 2
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? Service Hold Not Applied
What kind of service hold did you request? Unoccupied Dwelling Registration - over 26 weeks

What was the requested start date? 2026-01-01
Total time spent (sec) 103
Time spent last update (sec) 103

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

Sentiment Negative
Sentiment confidence High
Adjustment Approved Yes
Original Amount Billed 137.53

Reason for adjustment UDRF Request Not Applied
New Amount Billed 0
Billing Quarter Quarter 1 (January 1 – March 31)

Jillian Barden June 10, 2026 at 9:08 AM

vacant home billed for service

Jillian Barden June 10, 2026 at 10:15 AM

Hello Char,

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. Overpaid amounts are not automatically refunded; they are 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: \$137.53
- Corrected Invoice Amount: \$0

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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